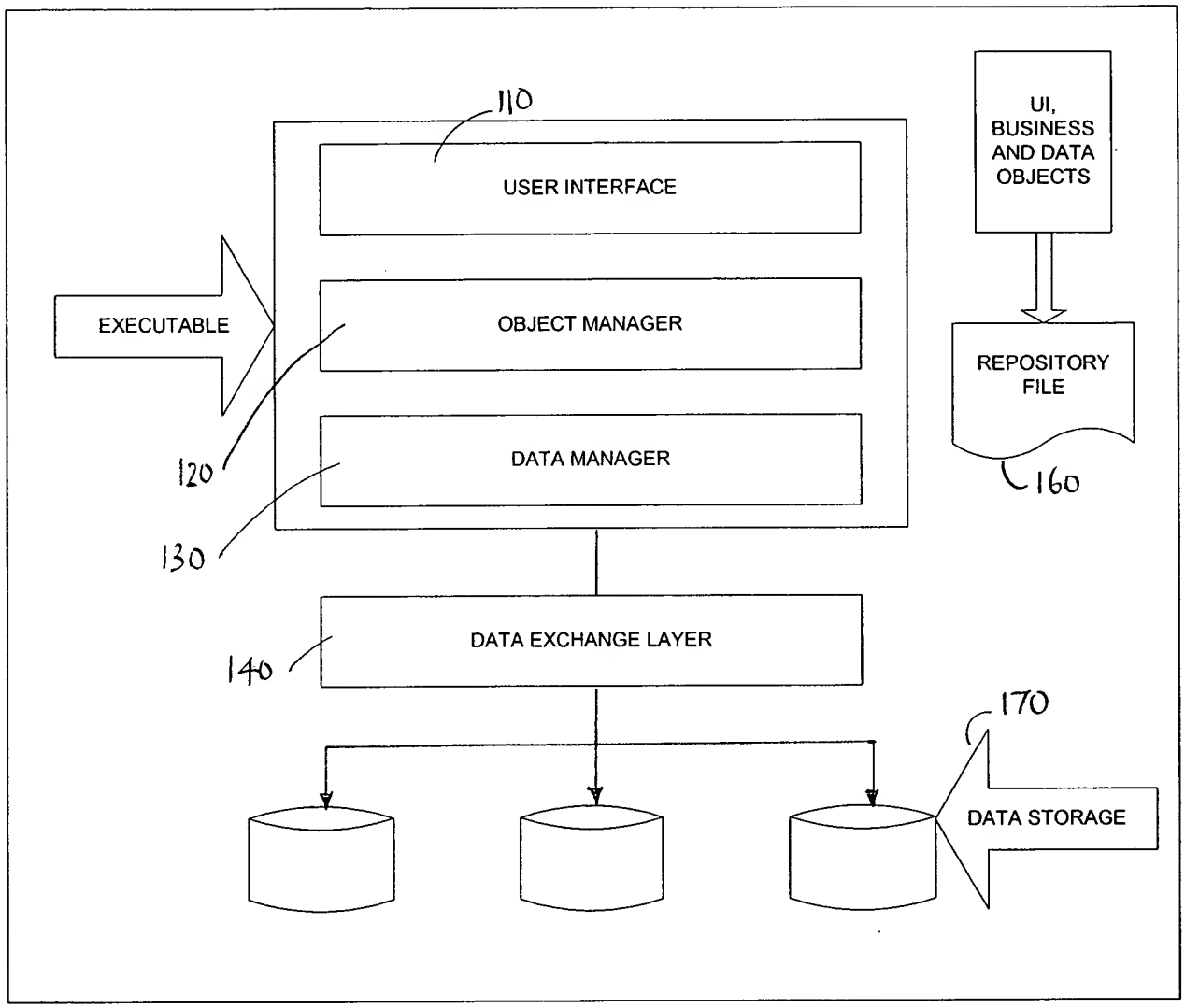

100
110
USER INTERFACE
OBJECT MANAGER
DATA MANAGER
EXECUTABLE
120
130
DATA EXCHANGE LAYER
140
UI, BUSINESS AND DATA OBJECTS
REPOSITORY FILE
160
170
DATA STORAGE

FIG. 1

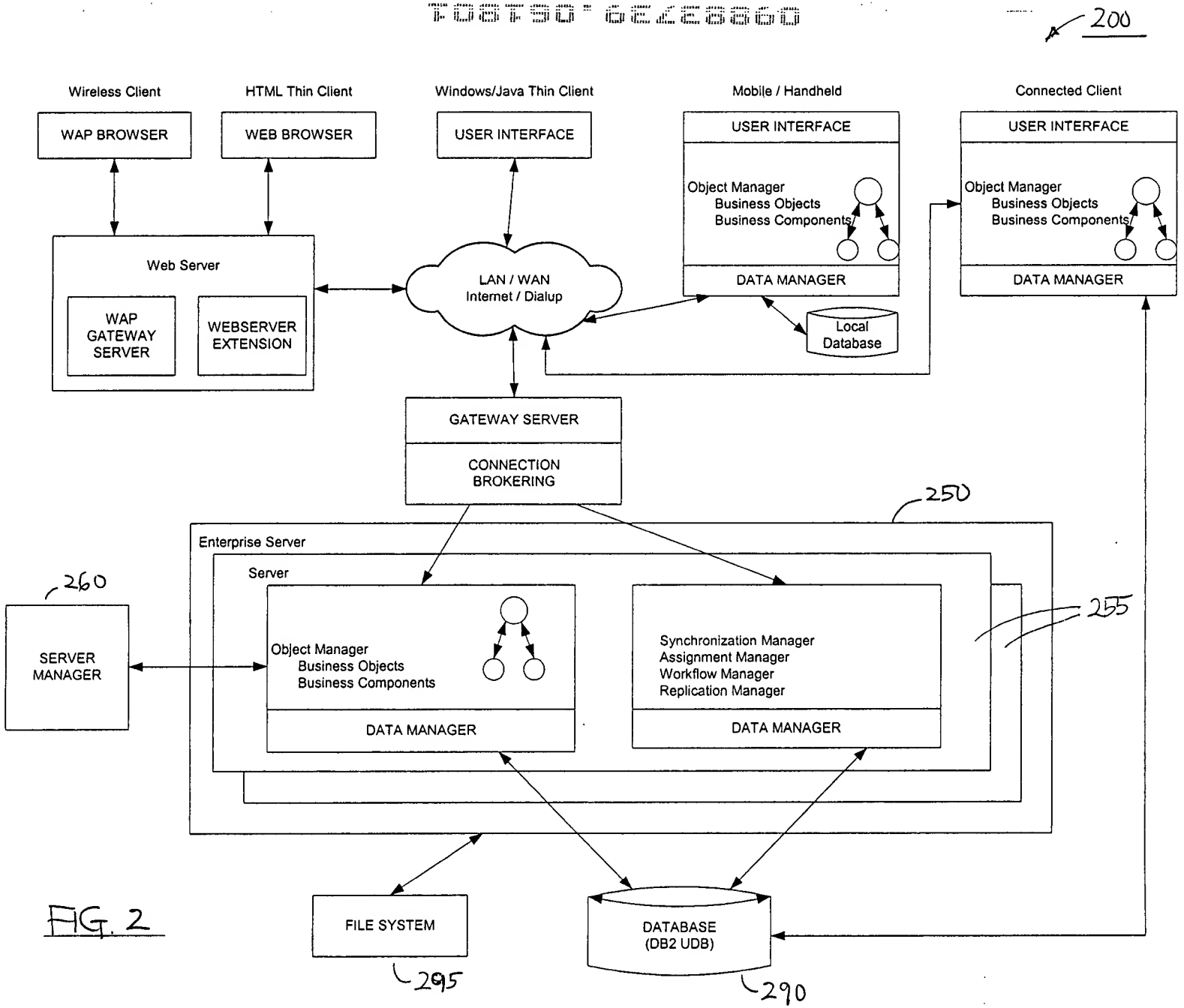

200
Wireless Client
HTML Thin Client
Windows/Java Thin Client
Mobile / Handheld
Connected Client
WAP BROWSER
WEB BROWSER
USER INTERFACE
USER INTERFACE
USER INTERFACE
Object Manager
Business Objects
Business Components
Object Manager
Business Objects
Business Components
Web Server
WAP GATEWAY SERVER
WEBSERVER EXTENSION
LAN / WAN
Internet / Dialup
DATA MANAGER
DATA MANAGER
Local Database
GATEWAY SERVER
CONNECTION BROKERING
250
Enterprise Server
Server
260
SERVER MANAGER
Object Manager
Business Objects
Business Components
Synchronization Manager
Assignment Manager
Workflow Manager
Replication Manager
255
DATA MANAGER
DATA MANAGER
FILE SYSTEM
DATABASE (DB2 UDB)
295
290

FIG. 2

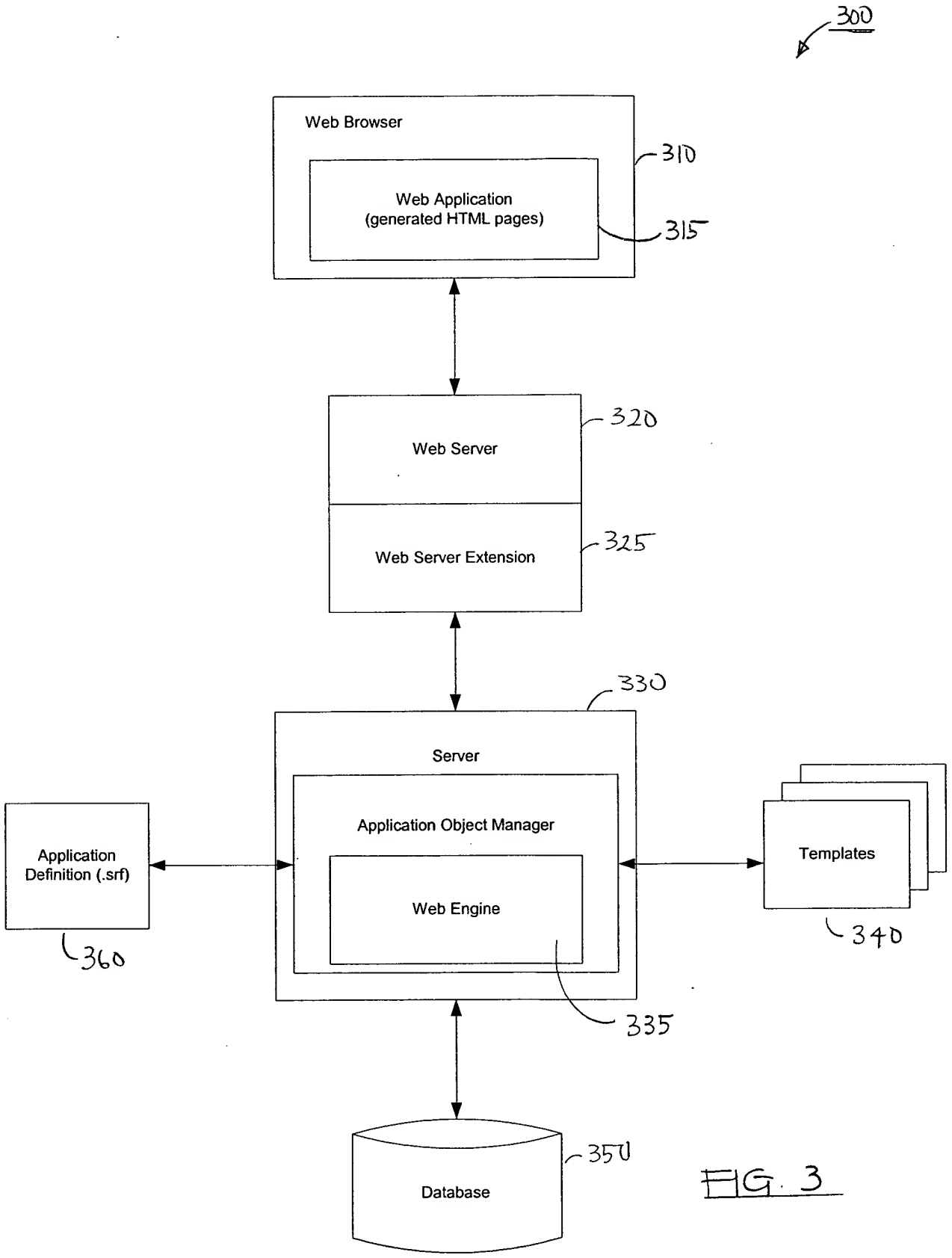

300
Web Browser
310
Web Application
(generated HTML pages)
315
Web Server
320
Web Server Extension
325
330
Server
Application Object Manager
Web Engine
335
Application
Definition (.srf)
360
Templates
340
Database
350

FIG. 3

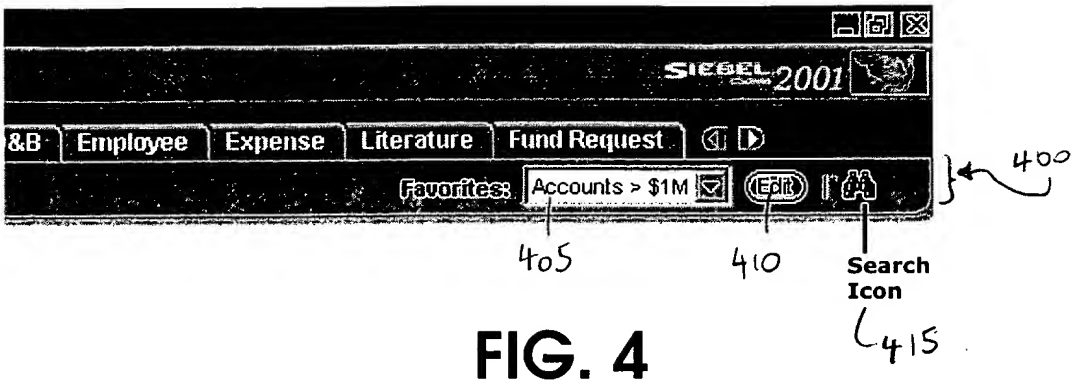

SIEBEL 2001
&B
Employee
Expense
Literature
Fund Request
Favorites:
Accounts > $1M
Edit
400
405
410
Search Icon
415

FIG. 4

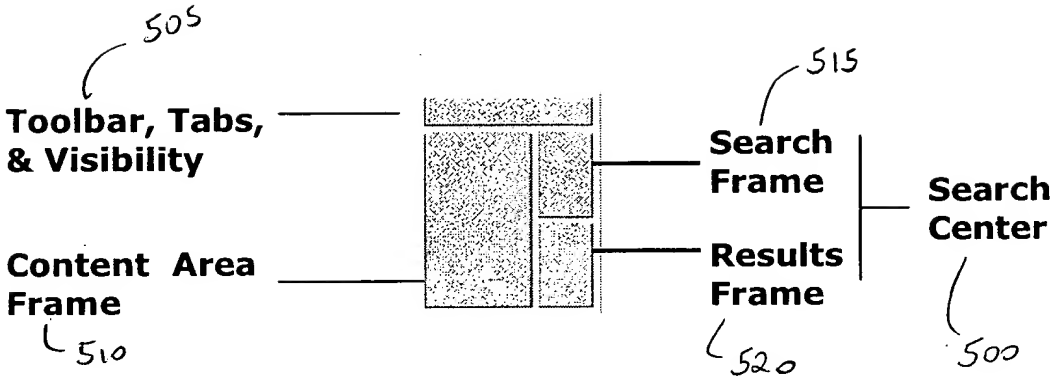

505
Toolbar, Tabs, & Visibility
Content Area Frame
510
515
Search Frame
Results Frame
520
Search Center
500

FIG. 5

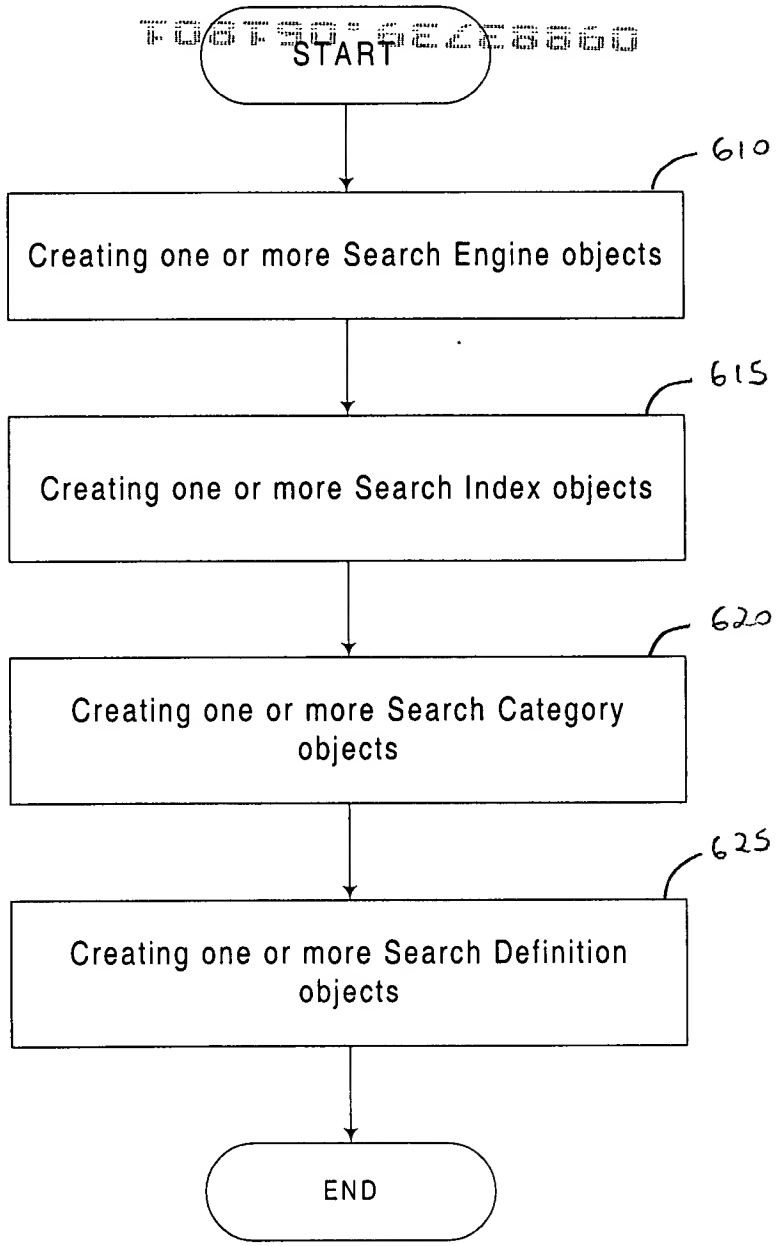

START
610
Creating one or more Search Engine objects
615
Creating one or more Search Index objects
620
Creating one or more Search Category objects
625
Creating one or more Search Definition objects
END
600

FIG. 6

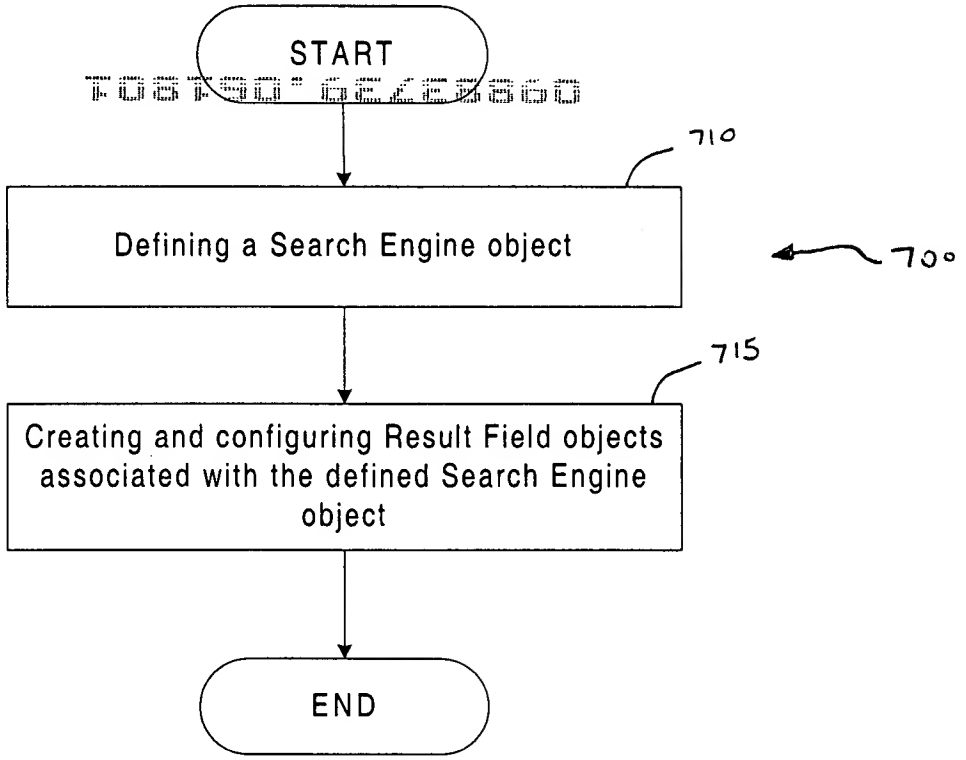

START
710
Defining a Search Engine object
700
715
Creating and configuring Result Field objects associated with the defined Search Engine object
END

FIG. 7

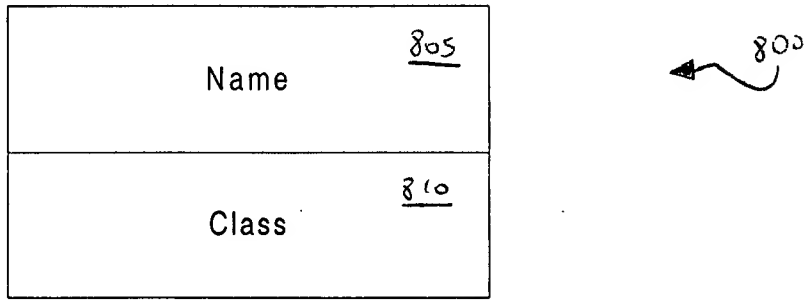

805
Name
810
Class
800

FIG. 8

T08T90 6ZZ6860

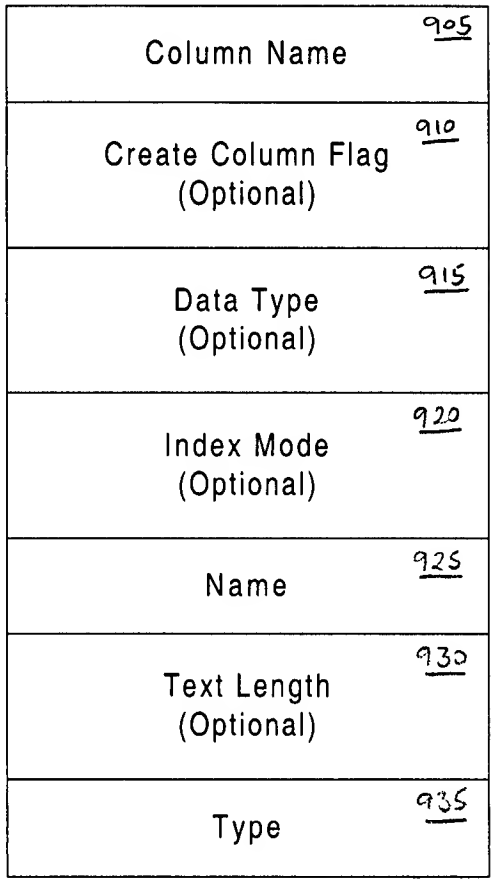


FIG. 9

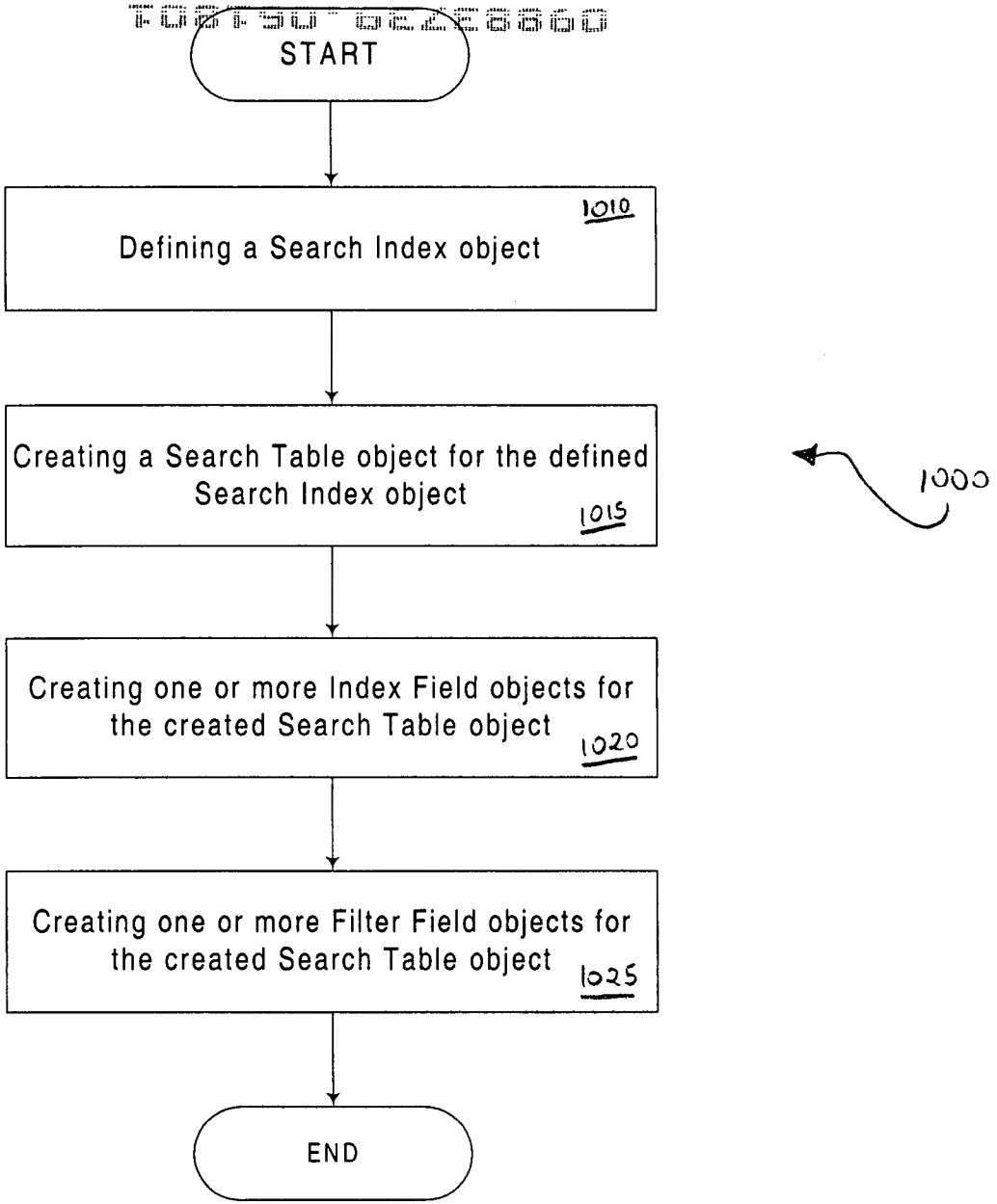

START
Defining a Search Index object
1010
Creating a Search Table object for the defined Search Index object
1015
Creating one or more Index Field objects for the created Search Table object
1020
Creating one or more Filter Field objects for the created Search Table object
1025
END
1000

FIG. 10

TO6T50 6ZZ6860

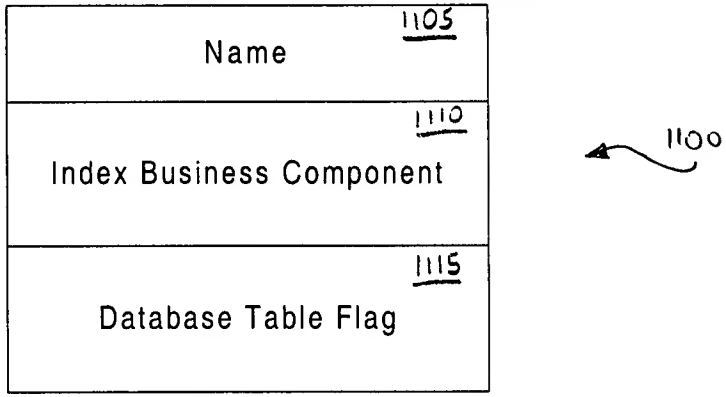


FIG. 11

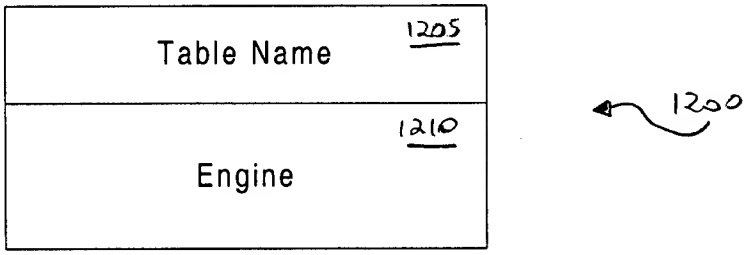


FIG. 12

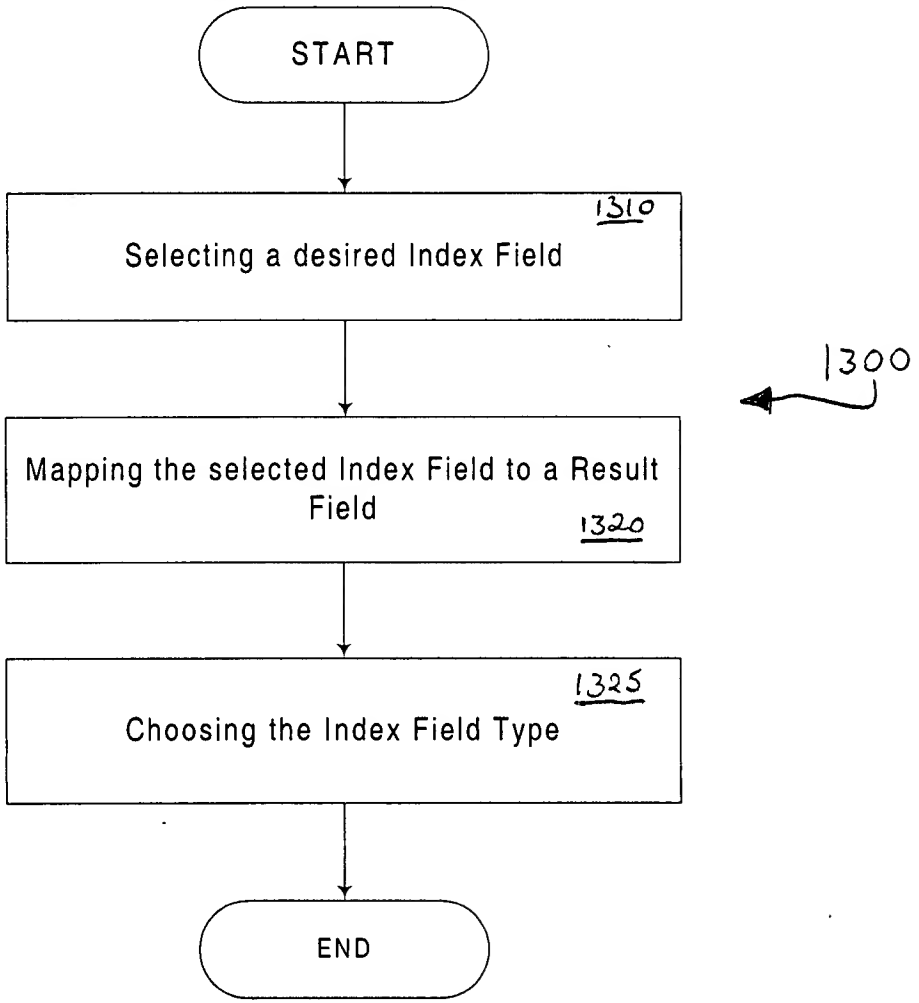

START
1310
Selecting a desired Index Field
1300
Mapping the selected Index Field to a Result Field
1320
1325
Choosing the Index Field Type
END

FIG. 13

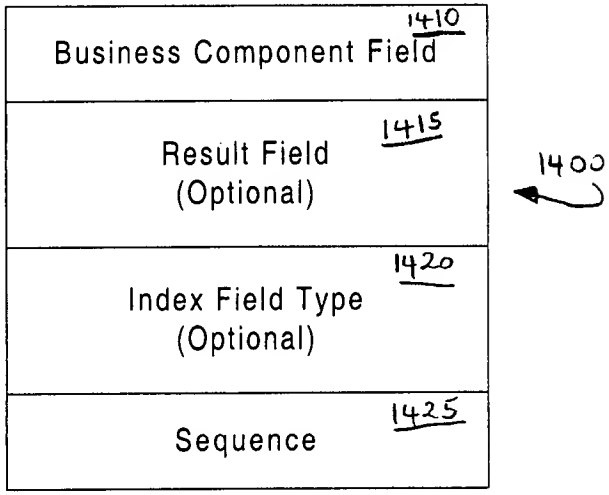


FIG. 14A

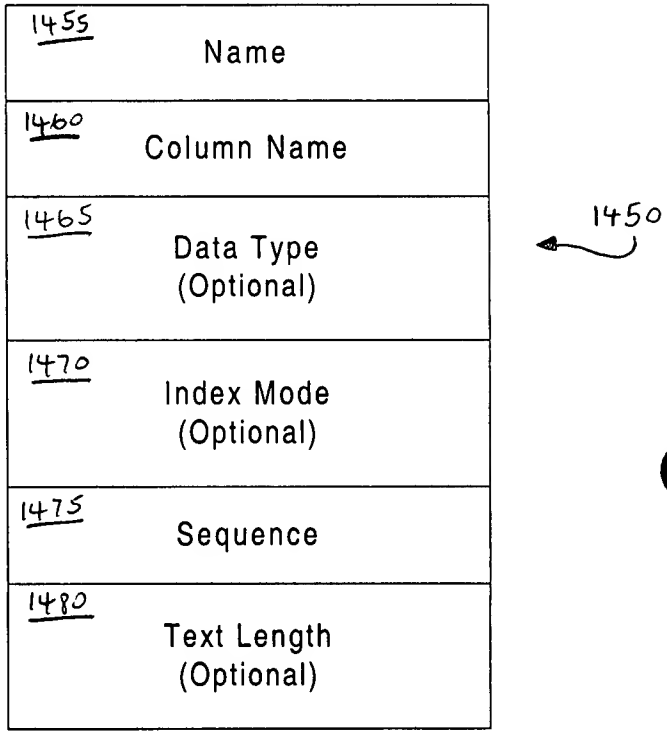


FIG. 14B

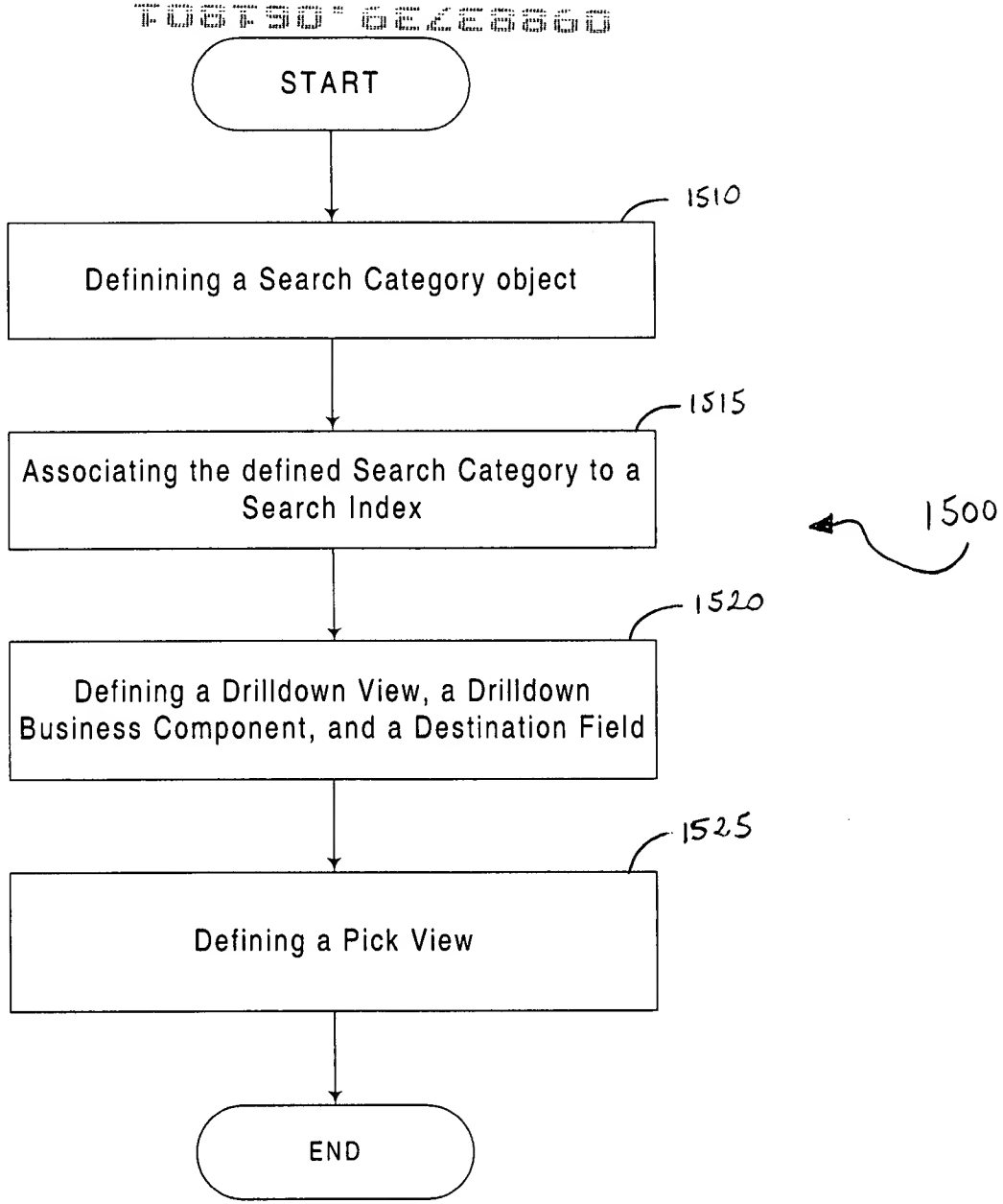

START
1510
Definining a Search Category object
1515
Associating the defined Search Category to a Search Index
1500
1520
Defining a Drilldown View, a Drilldown Business Component, and a Destination Field
1525
Defining a Pick View
END

FIG. 15

T0870 62268600

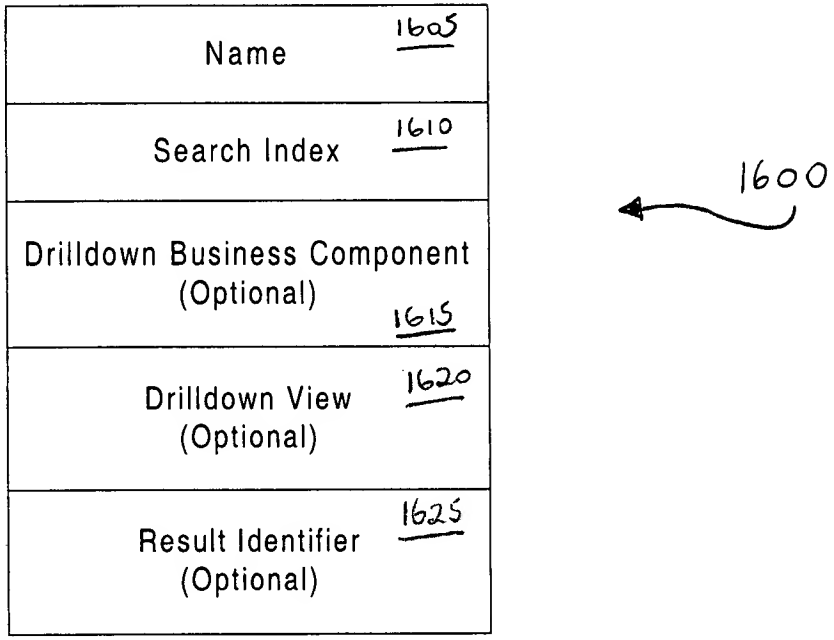


FIG. 16

T0870 02E3860

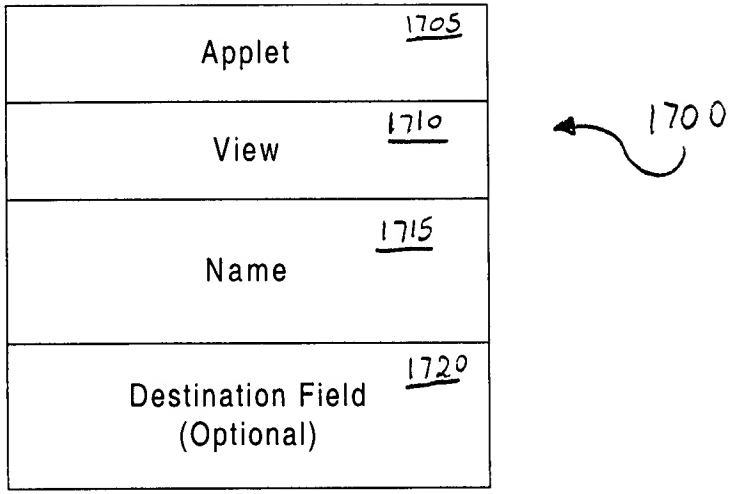


FIG. 17

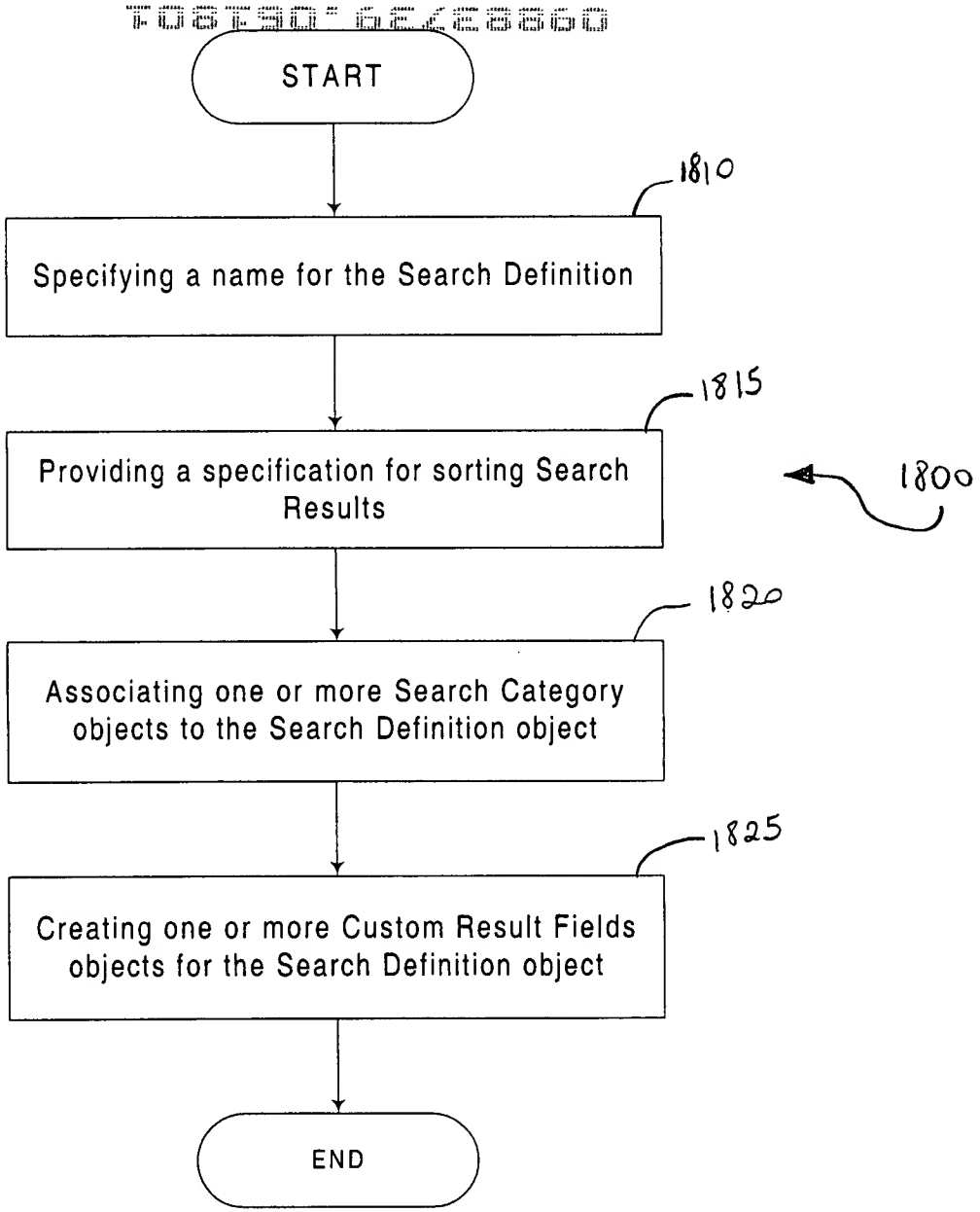

START
1810
Specifying a name for the Search Definition
1815
Providing a specification for sorting Search Results
1800
1820
Associating one or more Search Category objects to the Search Definition object
1825
Creating one or more Custom Result Fields objects for the Search Definition object
END

FIG. 18

T08T50 02Z6860

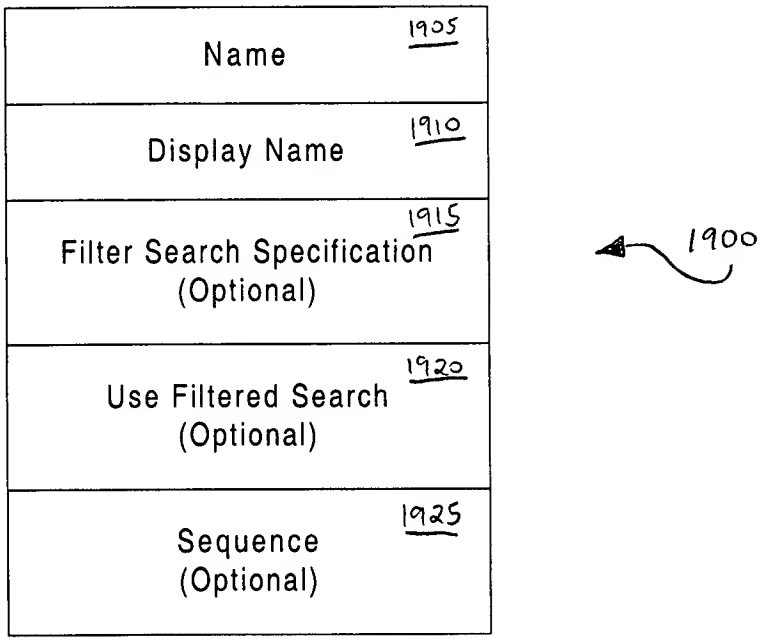


FIG. 19

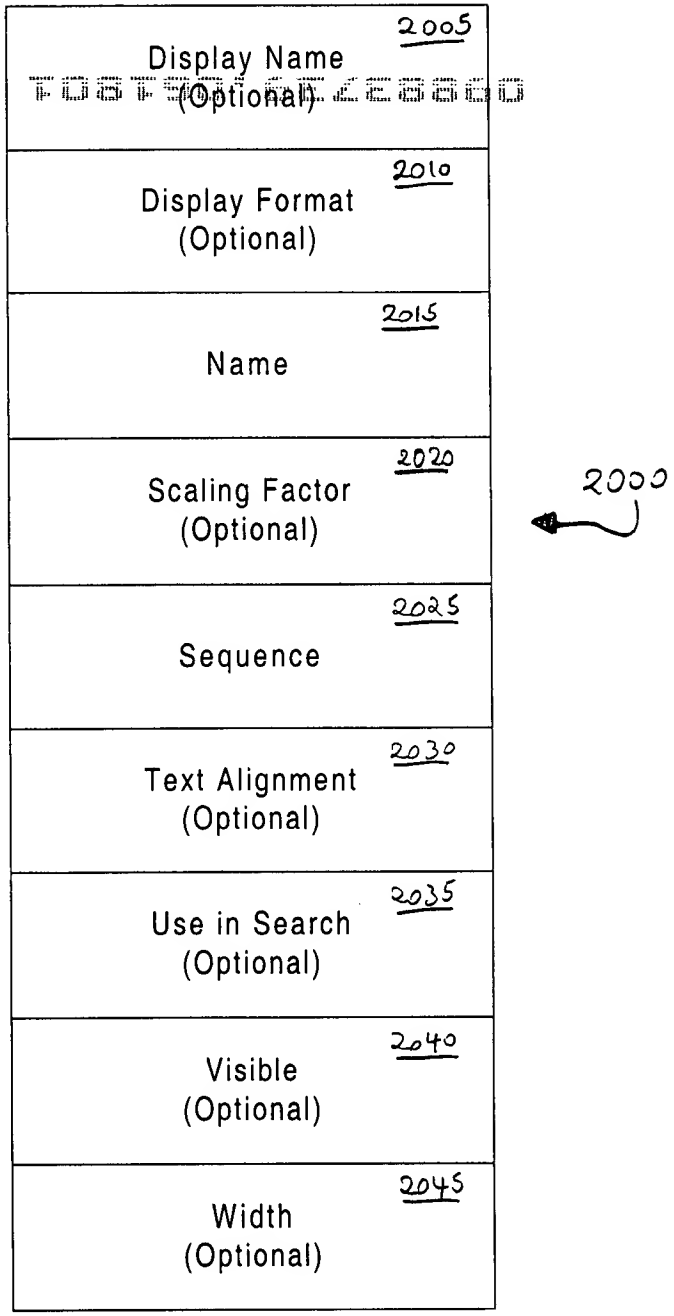

2005
Display Name
(Optional)
2010
Display Format
(Optional)
2015
Name
2020
Scaling Factor
(Optional)
2000
2025
Sequence
2030
Text Alignment
(Optional)
2035
Use in Search
(Optional)
2040
Visible
(Optional)
2045
Width
(Optional)

FIG. 20

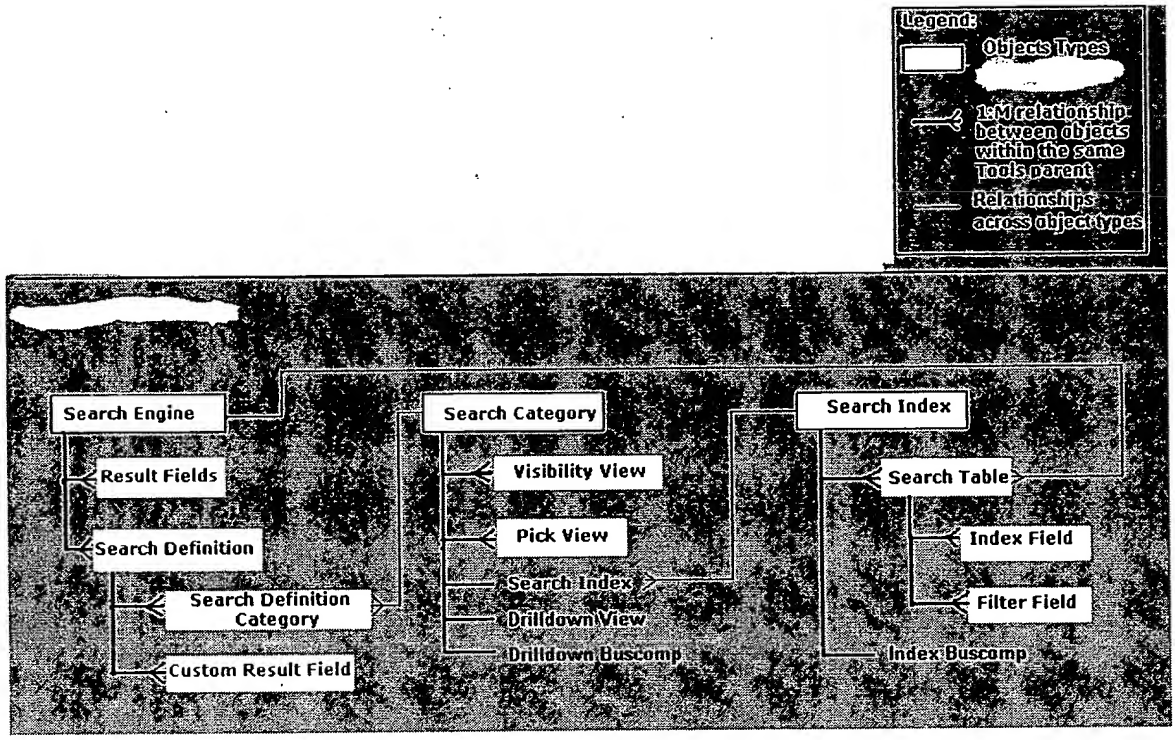

Legend:
Objects Types
1-M relationship between objects within the same Tools parent
Relationships across object types
Search Engine
Result Fields
Search Definition
Search Definition Category
Custom Result Field
Search Category
Visibility View
Pick View
Search Index
Drilldown View
Drilldown Buscomp
Search Index
Search Table
Index Field
Filter Field
Index Buscomp

FIG. 21

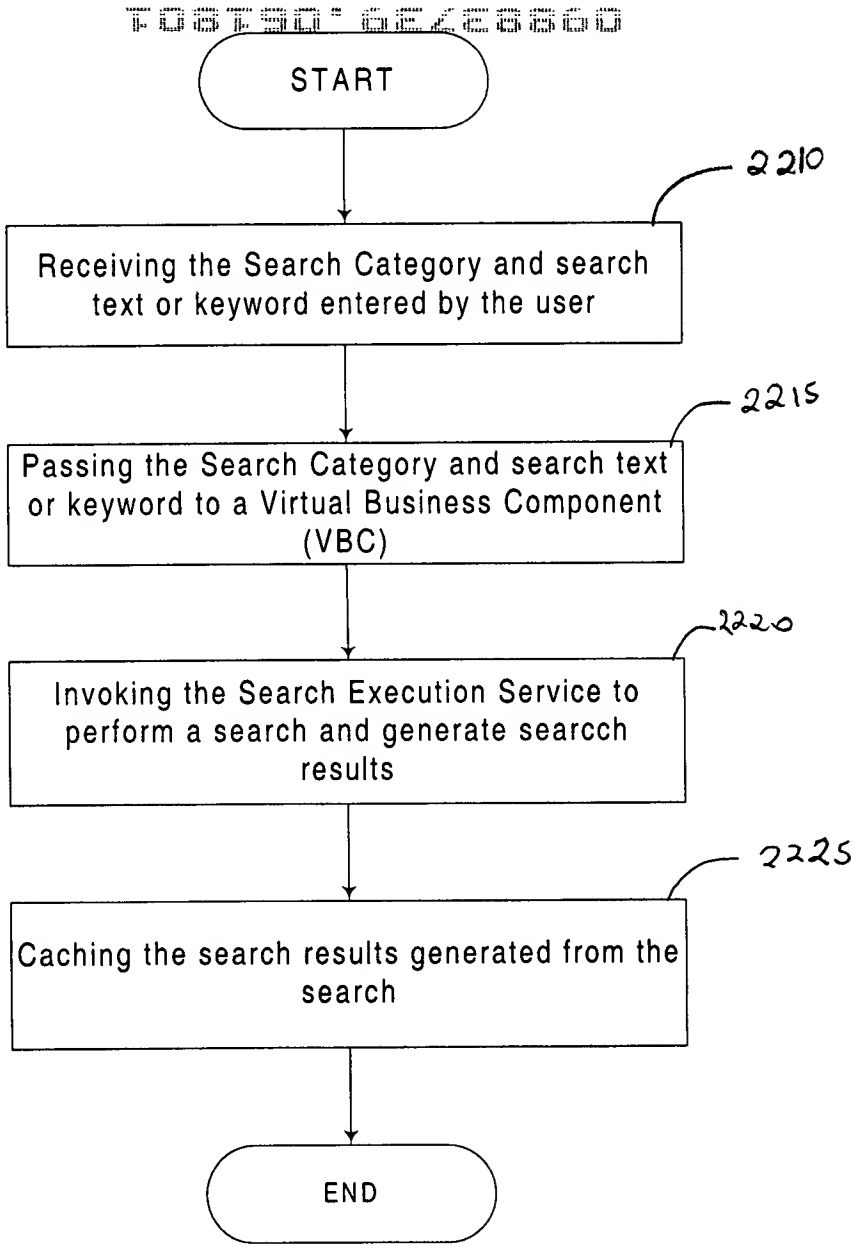

START
2210
Receiving the Search Category and search text or keyword entered by the user
2215
Passing the Search Category and search text or keyword to a Virtual Business Component (VBC)
2220
Invoking the Search Execution Service to perform a search and generate searcch results
2225
Caching the search results generated from the search
END

FIG. 22

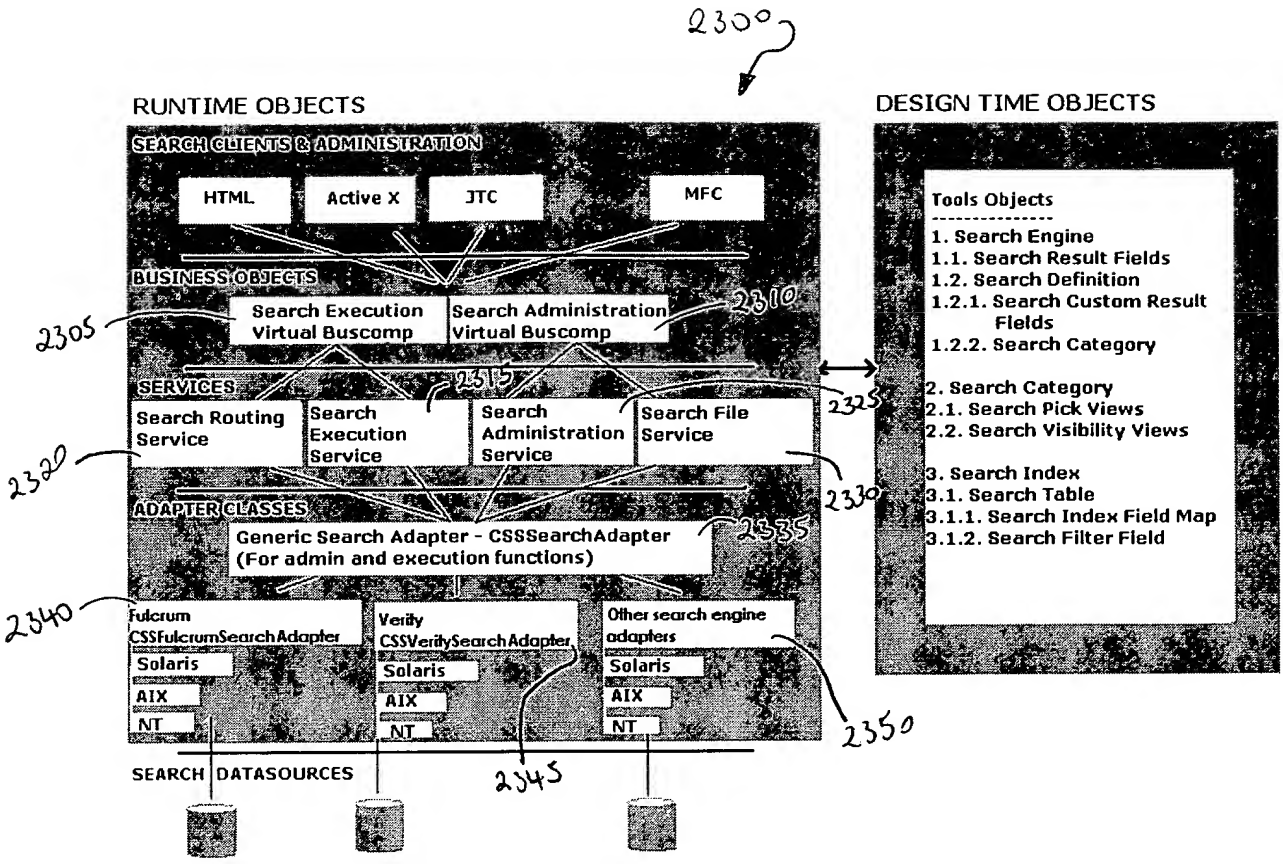


FIG. 23

Express Mail Label No. EV339920760US

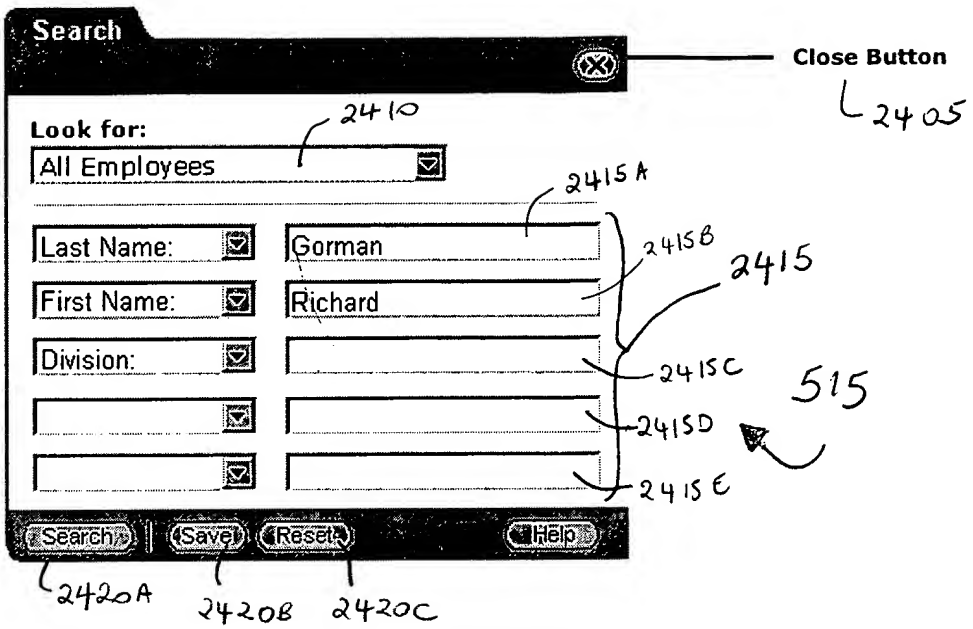

Search
Close Button
2405
Look for:
2410
All Employees
2415A
Last Name:
Gorman
2415B
2415
First Name:
Richard
Division:
2415C
515
2415D
2415E
Search
Save
Reset
Help
2420A
2420B
2420C

FIG. 24

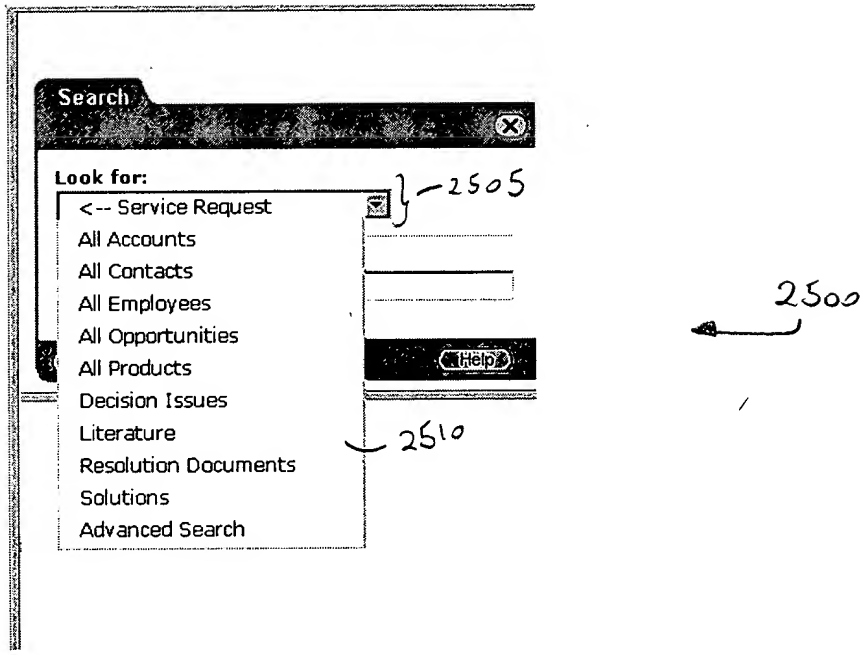
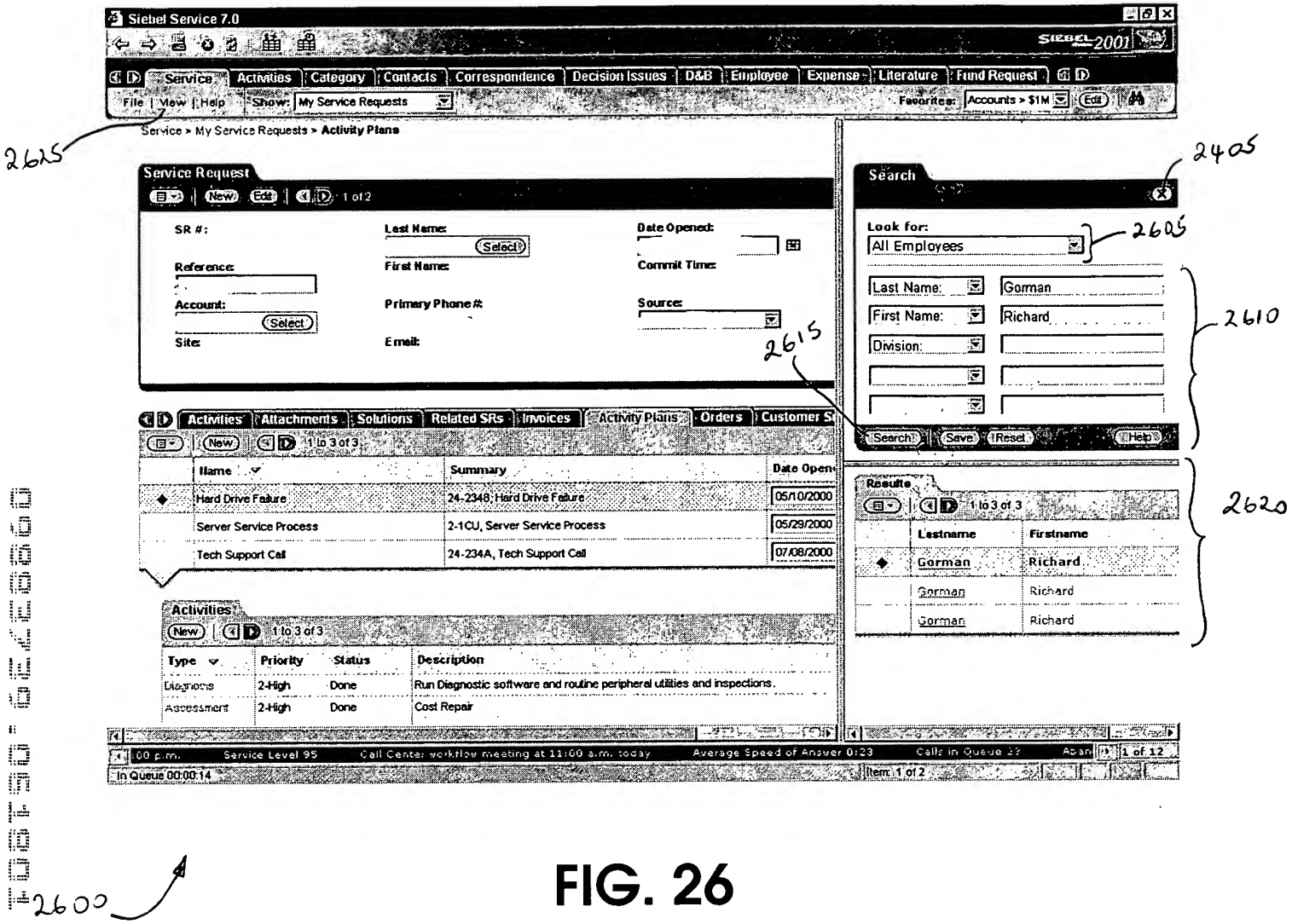

Search
Look for:
2505
<-- Service Request
All Accounts
All Contacts
All Employees
All Opportunities
All Products
Decision Issues
Literature
Resolution Documents
Solutions
Advanced Search
Help
2510
2500

FIG. 25


Siebel Service 7.0
Service
Activities
Category
Contacts
Correspondence
Decision Issues
D&B
Employee
Expense
Literature
Fund Request
File
View
Help
Show:
My Service Requests
Favorites:
Accounts > $1M
Edit
Service > My Service Requests > Activity Plans
2625
Service Request
New
Edit
1 of 2
SR #:
Last Name:
Select
Date Opened:
Reference:
First Name:
Commit Time:
Account:
Select
Primary Phone #:
Source:
Site:
Email:
2615
Activities
Attachments
Solutions
Related SRs
Invoices
Activity Plans
Orders
Customer S
New
1 to 3 of 3
Name
Summary
Date Open
Hard Drive Failure
24-2348, Hard Drive Failure
05/10/2000
Server Service Process
2-1CU, Server Service Process
05/29/2000
Tech Support Call
24-234A, Tech Support Call
07/08/2000
Activities
New
1 to 3 of 3
Type
Priority
Status
Description
Diagnosis
2-High
Done
Run Diagnostic software and routine peripheral utilities and inspections.
Assessment
2-High
Done
Cost Repair
Search
2405
Look for:
All Employees
2605
Last Name:
Gorman
First Name:
Richard
Division:
2610
Search
Save
Reset
Help
Results
1 to 3 of 3
Lastname
Firstname
Gorman
Richard
Gorman
Richard
Gorman
Richard
2620
00 p.m.
Service Level 95
Call Center: workflow meeting at 11:00 a.m. today
Average Speed of Answer 0:23
Calls in Queue 22
Aban
1 of 12
In Queue 00:00:14
Item: 1 of 2

2600

FIG. 26

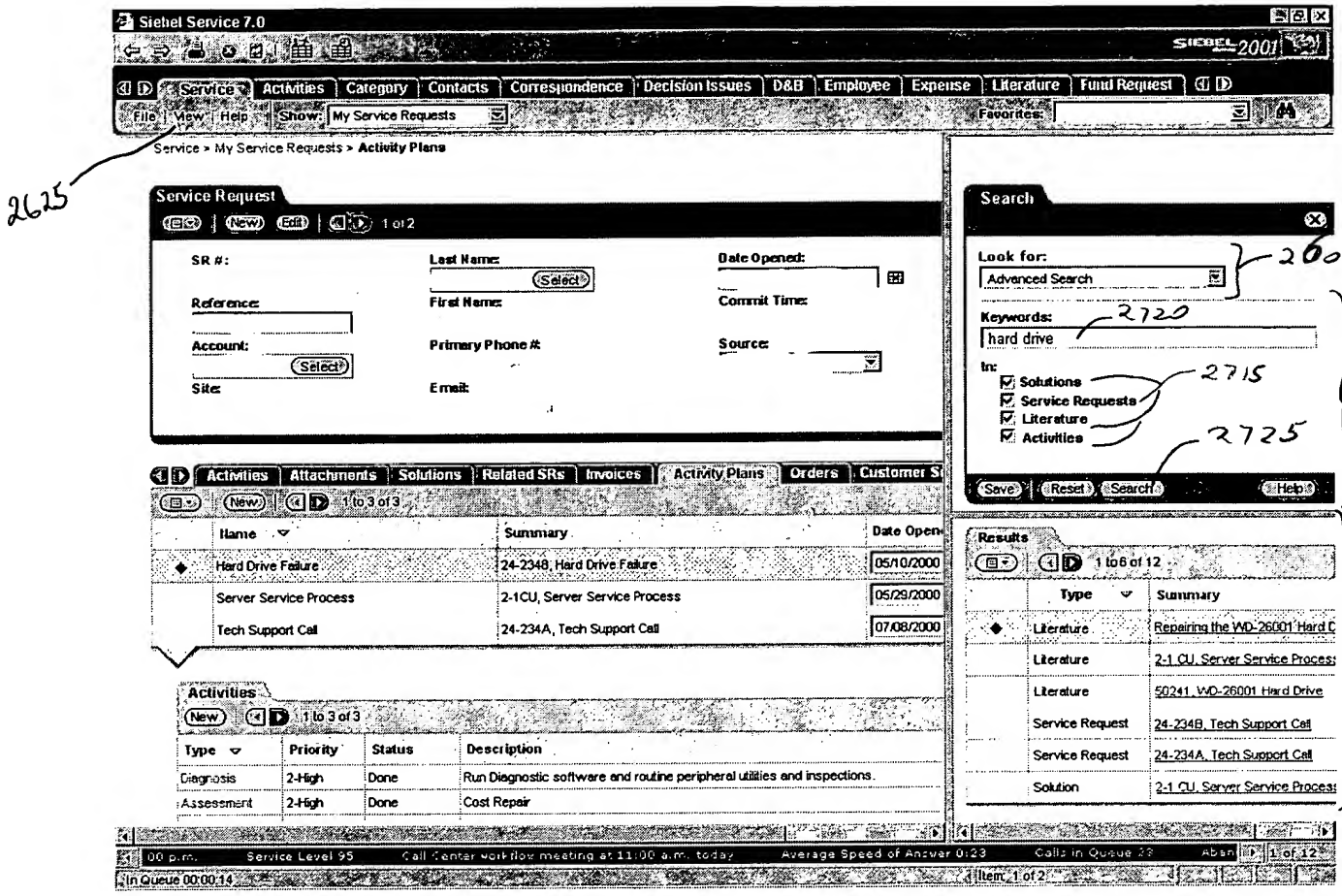

Siebel Service 7.0
Service
Activities
Category
Contacts
Correspondence
Decision Issues
D&B
Employee
Expense
Literature
Fund Request
File
View
Help
Show:
My Service Requests
Favorites:
Service > My Service Requests > Activity Plans
2625
Service Request
New
Edit
1 of 2
SR #:
Last Name:
Select
Date Opened:
Reference:
First Name:
Commit Time:
Account:
Select
Primary Phone #:
Source:
Site:
Email:
Activities
Attachments
Solutions
Related SRs
Invoices
Activity Plans
Orders
Customer S
New
1 to 3 of 3
Name
Summary
Date Open
Hard Drive Failure
24-234B, Hard Drive Failure
05/10/2000
Server Service Process
2-1CU, Server Service Process
05/29/2000
Tech Support Call
24-234A, Tech Support Call
07/08/2000
Activities
New
1 to 3 of 3
Type
Priority
Status
Description
Diagnosis
2-High
Done
Run Diagnostic software and routine peripheral utilities and inspections.
Assessment
2-High
Done
Cost Repair
Search
Look for:
Advanced Search
2605
Keywords:
2720
hard drive
In:
Solutions
Service Requests
Literature
Activities
2715
2710
2725
Save
Reset
Search
Help
Results
1 to 6 of 12
Type
Summary
2730
Literature
Repairing the WD-26001 Hard D
Literature
2-1 CU, Server Service Process
Literature
50241, WD-26001 Hard Drive
Service Request
24-234B, Tech Support Call
Service Request
24-234A, Tech Support Call
Solution
2-1 CU, Server Service Process
00 p.m.
Service Level 95
Call Center workflow meeting at 11:00 a.m. today
Average Speed of Answer 0:23
Calls in Queue 2
Aban
1 of 12
In Queue 00:00:14
Item: 1 of 2

FIG. 27

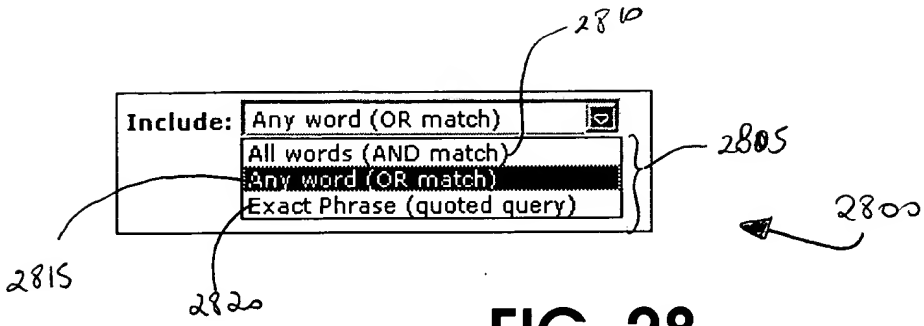

2810
Include:
Any word (OR match)
All words (AND match)
Any word (OR match)
Exact Phrase (quoted query)
2805
2800
2815
2820

FIG. 28

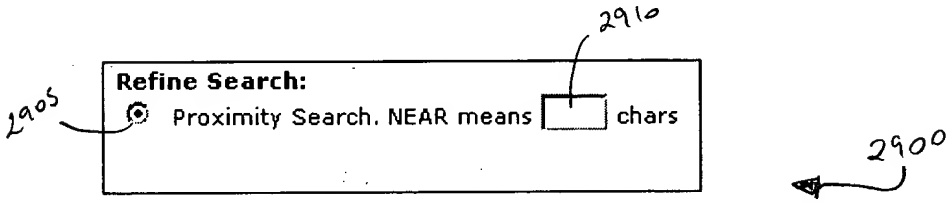

2910
Refine Search:
Proximity Search. NEAR means
chars
2905
2900

FIG. 29

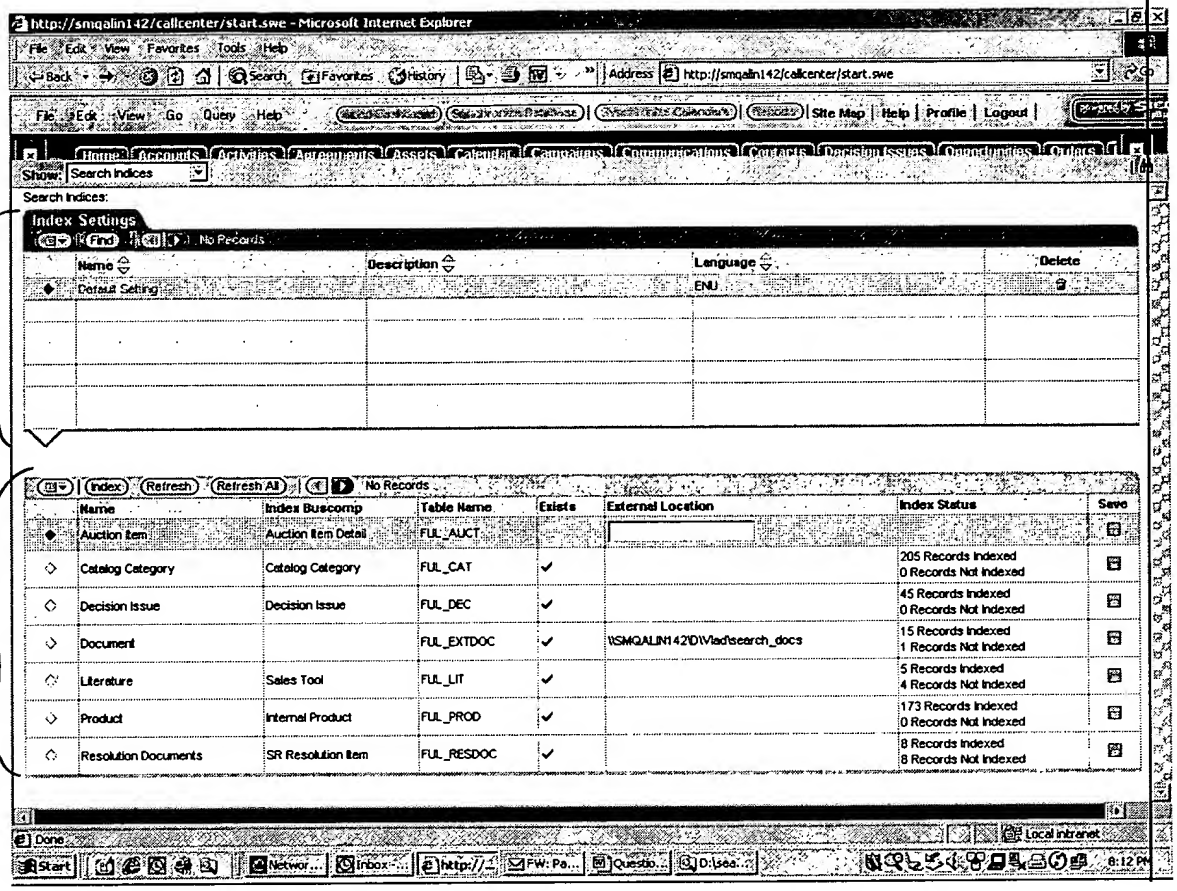

http://smqalin142/callcenter/start.swe - Microsoft Internet Explorer
Index Settings
Search Indices:
Name
Description
Language
Delete
Default Setting
ENU
Index
Refresh
Refresh All
No Records
Name
Index Buscomp
Table Name
Exists
External Location
Index Status
Save
Auction Item
Auction Item Detail
FUL_AUCT
Catalog Category
Catalog Category
FUL_CAT
205 Records Indexed
0 Records Not Indexed
Decision Issue
Decision Issue
FUL_DEC
45 Records Indexed
0 Records Not Indexed
Document
FUL_EXTDOC
\\SMQALIN142\D\Vlad\search_docs
15 Records Indexed
1 Records Not Indexed
Literature
Sales Tool
FUL_LIT
5 Records Indexed
4 Records Not Indexed
Product
Internal Product
FUL_PROD
173 Records Indexed
0 Records Not Indexed
Resolution Documents
SR Resolution Item
FUL_RESDOC
8 Records Indexed
8 Records Not Indexed
3005
3010
3000

FIG. 30

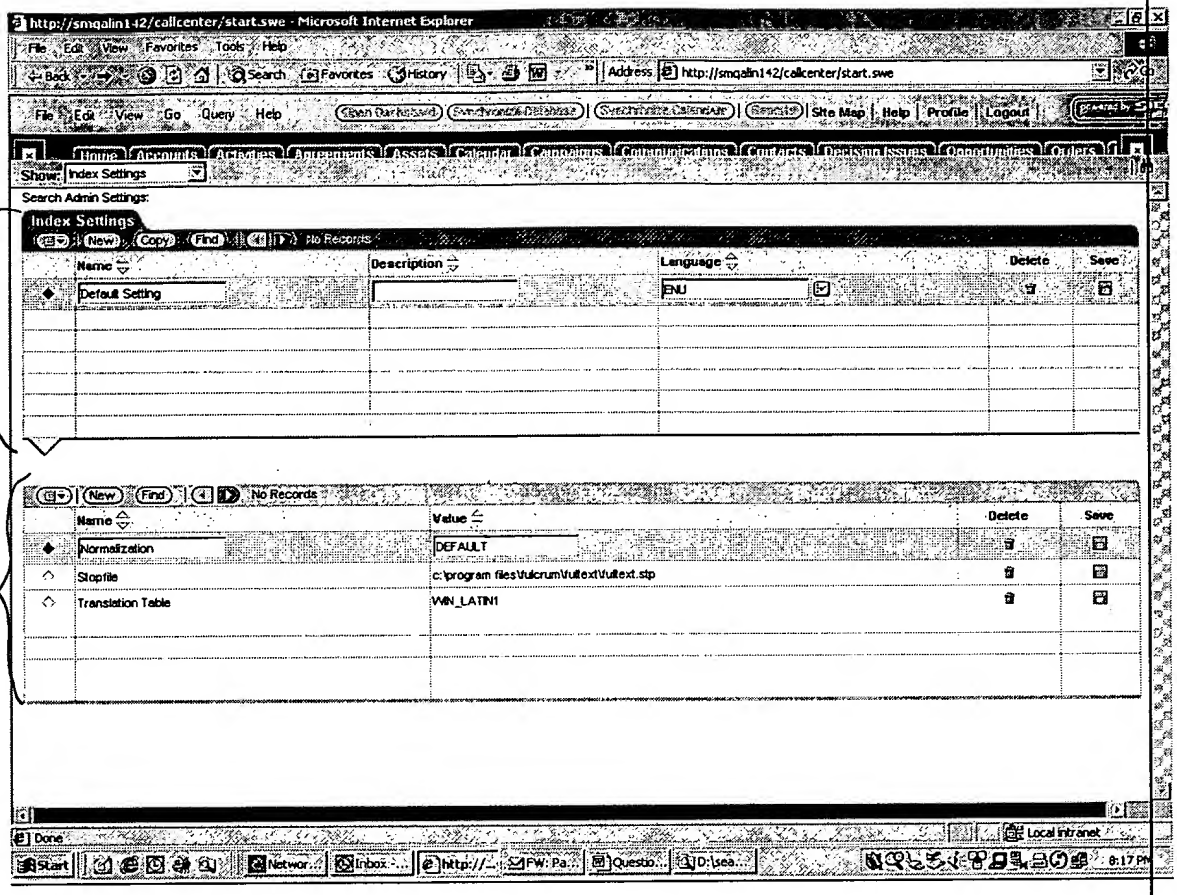

http://smqalin142/callcenter/start.swe - Microsoft Internet Explorer
Index Settings
Search Admin Settings:
Name
Description
Language
Delete
Save
Default Setting
ENU
New
Copy
Find
No Records
Value
Normalization
DEFAULT
Stopfile
c:\program files\ulicrum\ultext\ultext.stp
Translation Table
WIN_LATIN1
3105
3110

FIG. 31

3100

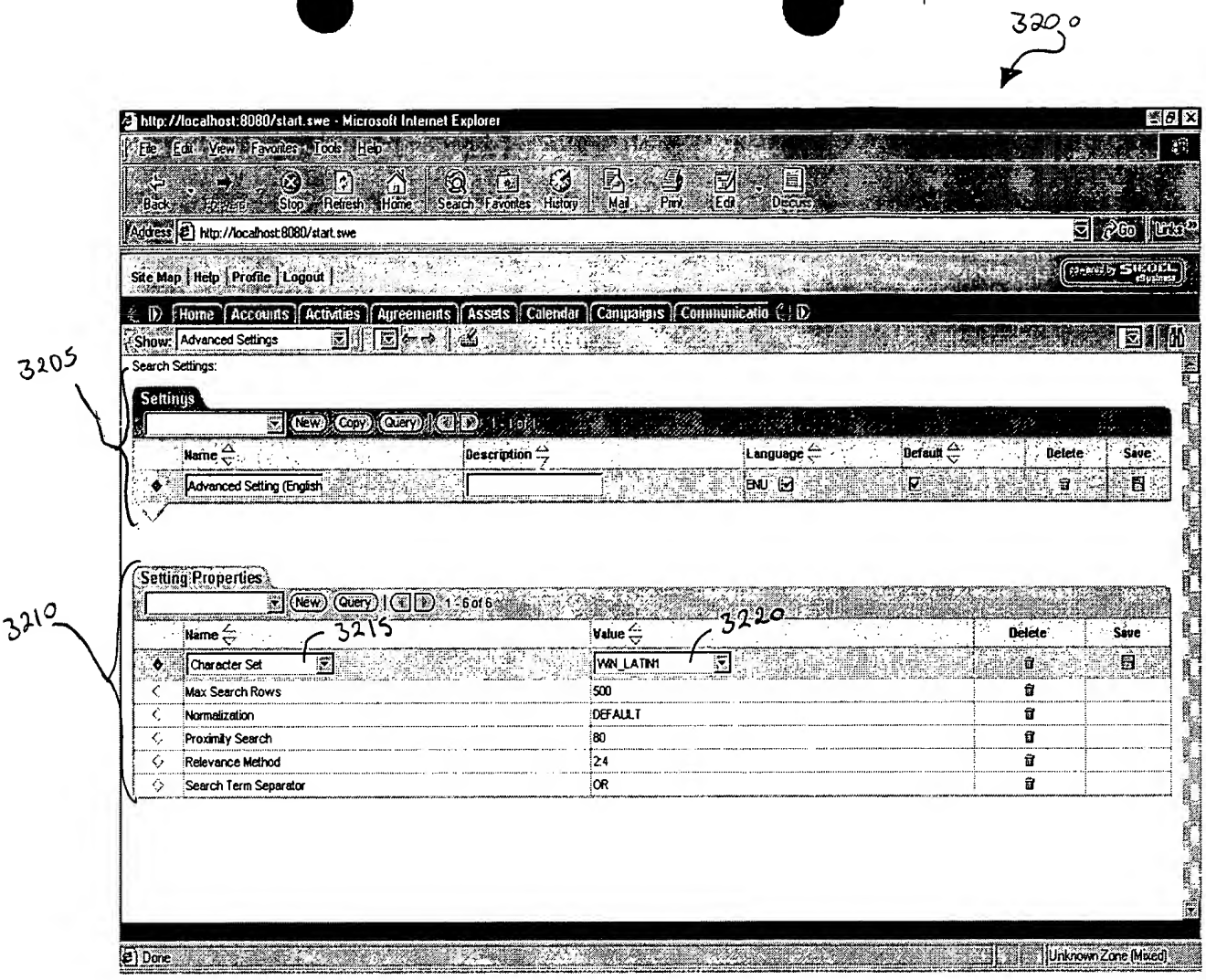

3200
http://localhost:8080/start.swe - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss
Address http://localhost:8080/start.swe
Go Links
Site Map Help Profile Logout
Home Accounts Activities Agreements Assets Calendar Campaigns Communicatio
Show: Advanced Settings
3205
Search Settings:
Settings
New Copy Query
Name Description Language Default Delete Save
Advanced Setting (English ENU
Setting Properties
3210
New Query 1 - 6 of 6
Name Value Delete Save
3215
3220
Character Set WIN_LATIN1
Max Search Rows 500
Normalization DEFAULT
Proximity Search 80
Relevance Method 24
Search Term Separator OR
Done
Unknown Zone (Mixed)

FIG. 32

Express Mail Label No. EV339950705US

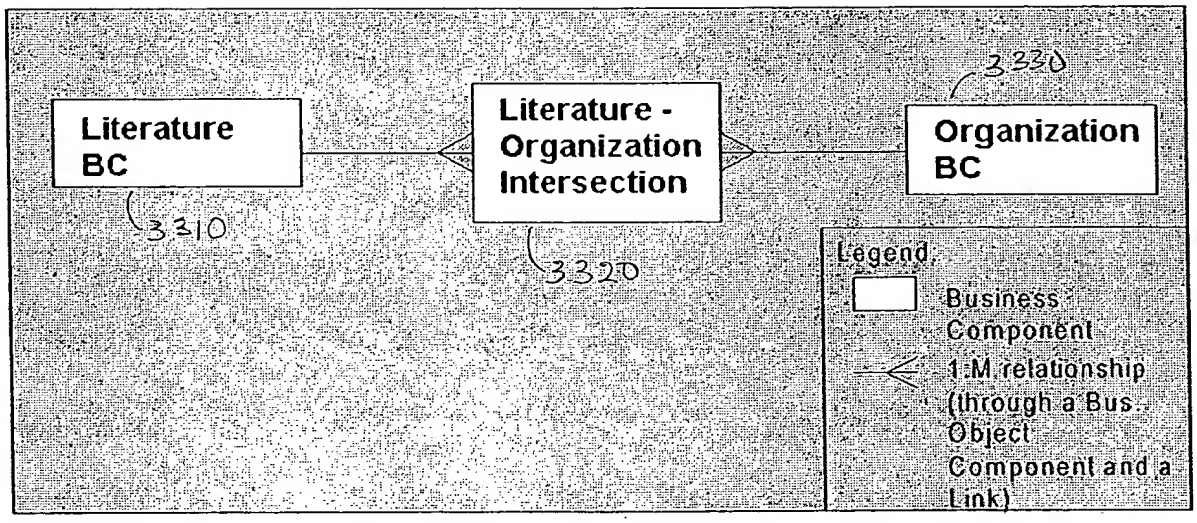


FIG 33

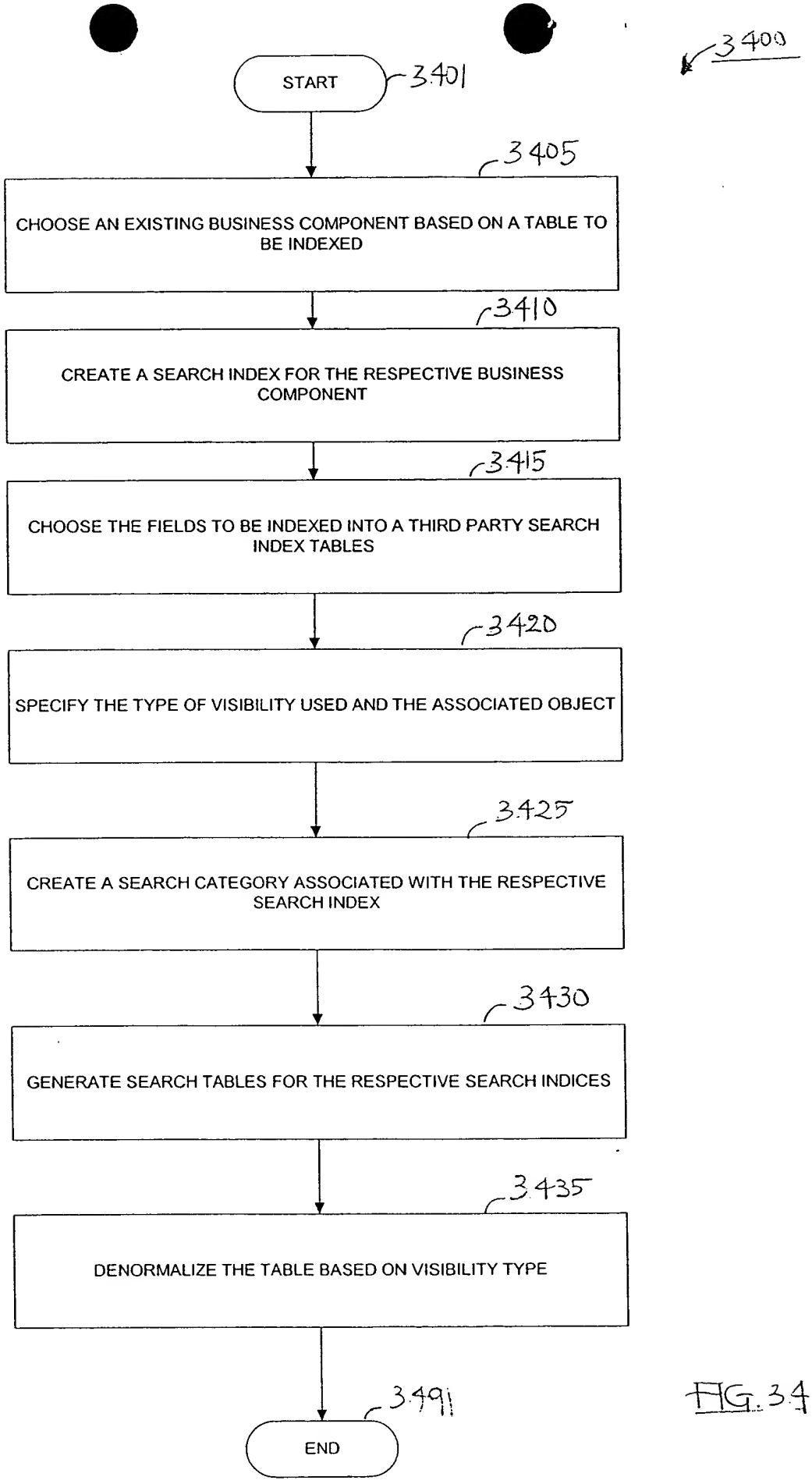

3400
START
3401
3405
CHOOSE AN EXISTING BUSINESS COMPONENT BASED ON A TABLE TO BE INDEXED
3410
CREATE A SEARCH INDEX FOR THE RESPECTIVE BUSINESS COMPONENT
3415
CHOOSE THE FIELDS TO BE INDEXED INTO A THIRD PARTY SEARCH INDEX TABLES
3420
SPECIFY THE TYPE OF VISIBILITY USED AND THE ASSOCIATED OBJECT
3425
CREATE A SEARCH CATEGORY ASSOCIATED WITH THE RESPECTIVE SEARCH INDEX
3430
GENERATE SEARCH TABLES FOR THE RESPECTIVE SEARCH INDICES
3435
DENORMALIZE THE TABLE BASED ON VISIBILITY TYPE
3491
END

FIG. 34

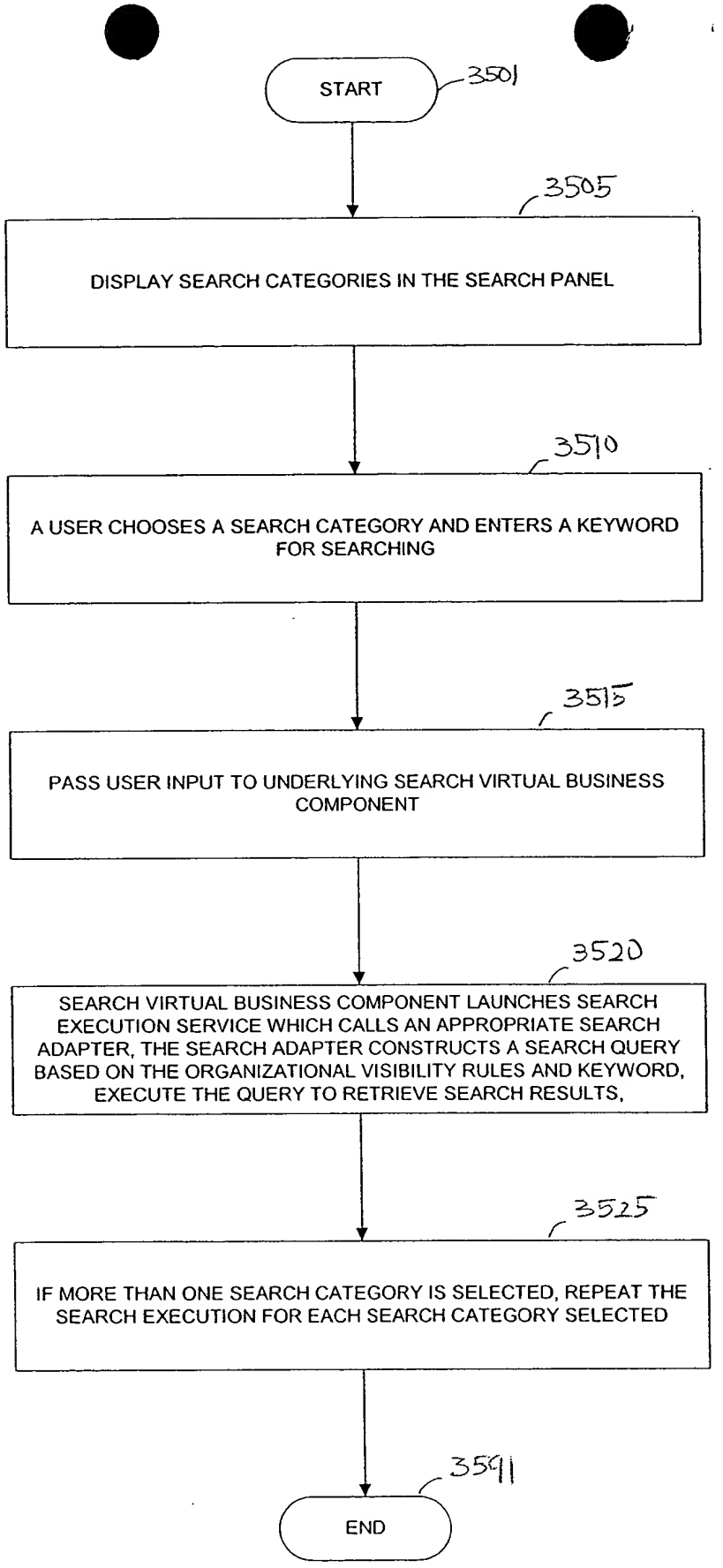

3500
START
3501
3505
DISPLAY SEARCH CATEGORIES IN THE SEARCH PANEL
3510
A USER CHOOSES A SEARCH CATEGORY AND ENTERS A KEYWORD FOR SEARCHING
3515
PASS USER INPUT TO UNDERLYING SEARCH VIRTUAL BUSINESS COMPONENT
3520
SEARCH VIRTUAL BUSINESS COMPONENT LAUNCHES SEARCH EXECUTION SERVICE WHICH CALLS AN APPROPRIATE SEARCH ADAPTER, THE SEARCH ADAPTER CONSTRUCTS A SEARCH QUERY BASED ON THE ORGANIZATIONAL VISIBILITY RULES AND KEYWORD, EXECUTE THE QUERY TO RETRIEVE SEARCH RESULTS,
3525
IF MORE THAN ONE SEARCH CATEGORY IS SELECTED, REPEAT THE SEARCH EXECUTION FOR EACH SEARCH CATEGORY SELECTED
3591
END

FIG. 35

Docket No. 2004-0600

3600

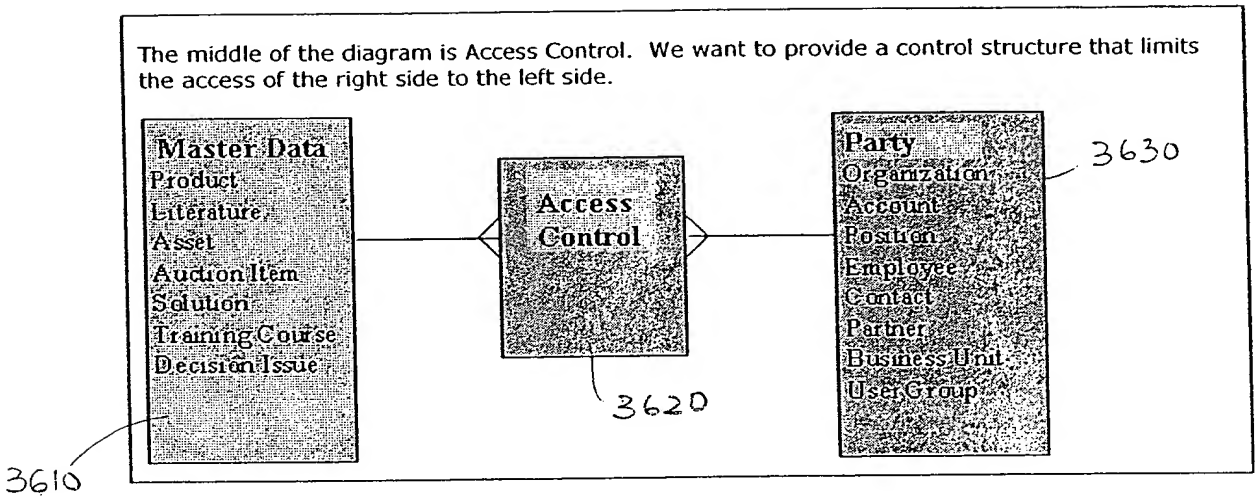


FIG. 36

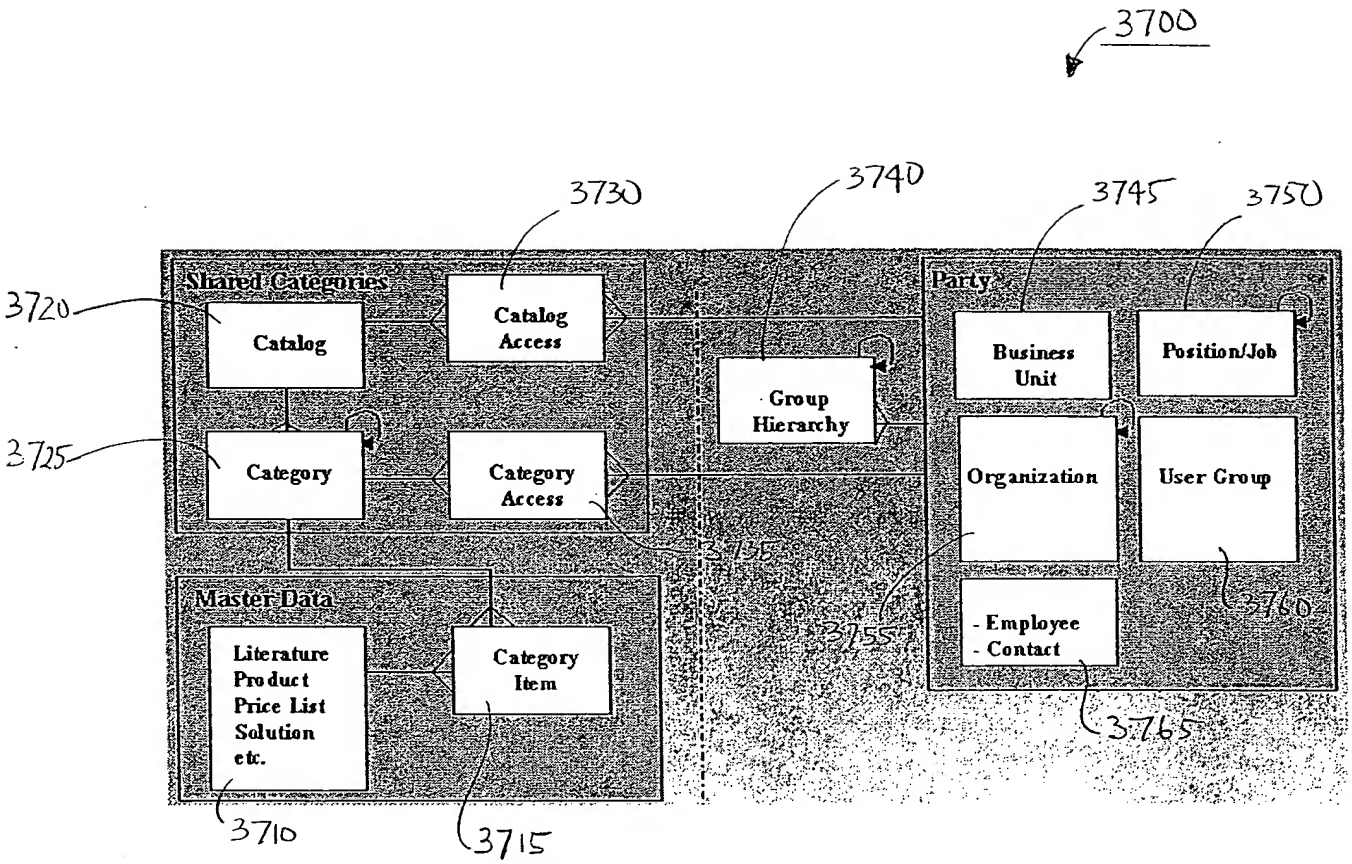

3700
3730
3740
3745
3750
3720
3725
Shared Categories
Catalog
Catalog Access
Category
Category Access
Group Hierarchy
Party
Business Unit
Position/Job
Organization
User Group
- Employee
- Contact
Master Data
Literature
Product
Price List
Solution
etc.
Category Item
3735
3755
3760
3765
3710
3715

FIG. 37

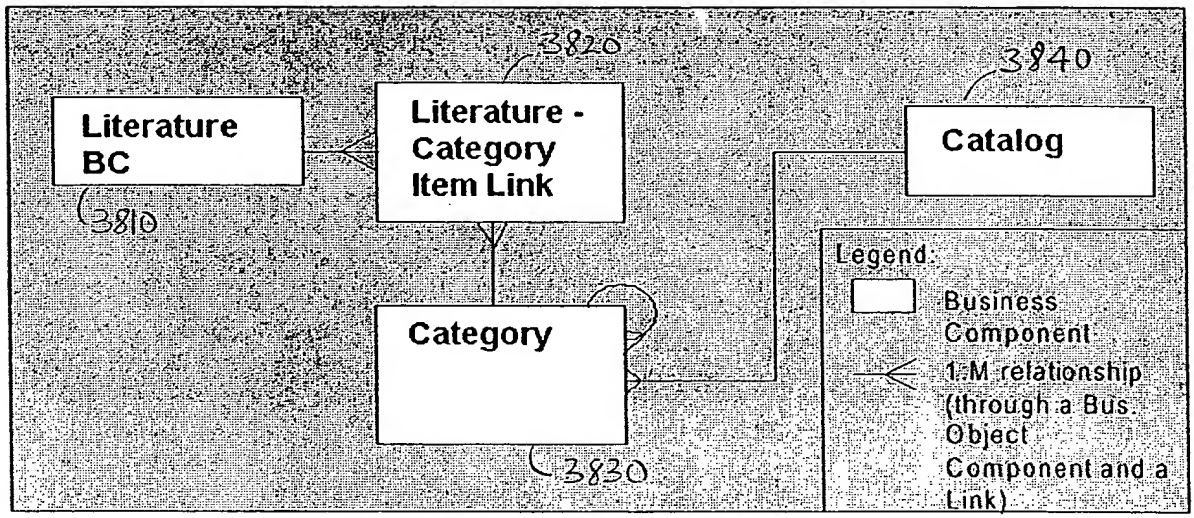

3800
3820
3840
Literature BC
3810
Literature - Category Item Link
Catalog
Category
3830
Legend:
Business Component
1:M relationship (through a Bus Object Component and a Link)

FIG. 38

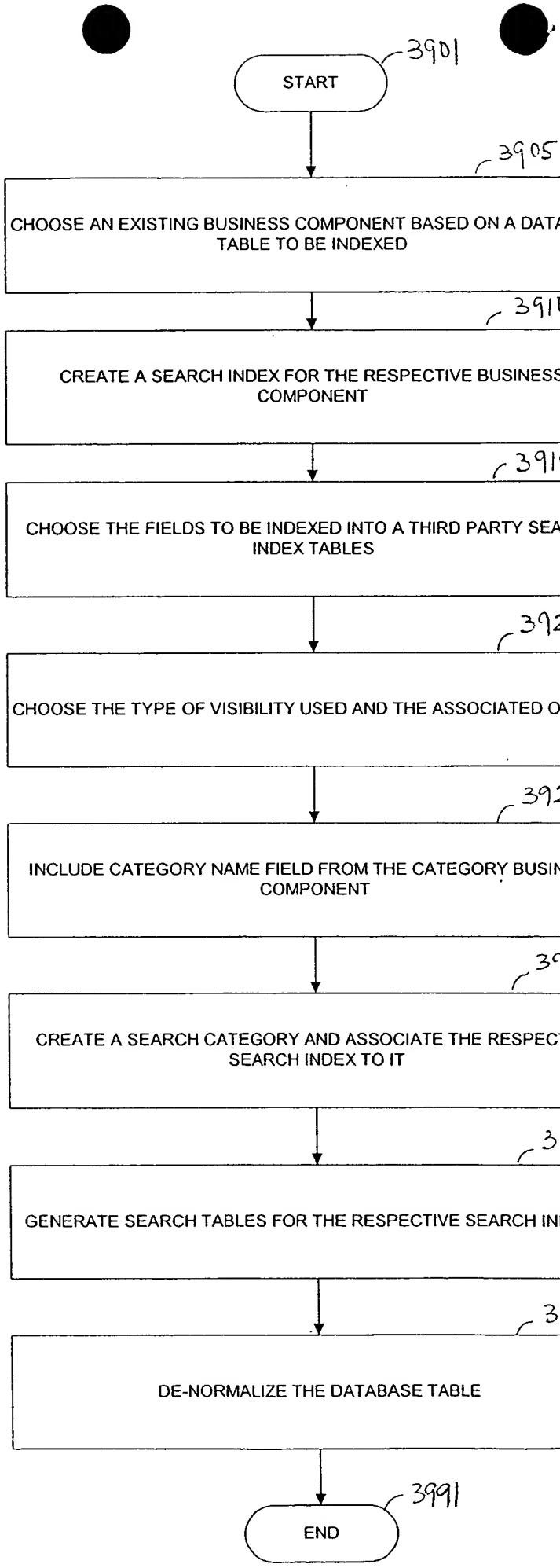

3900
START
3901
3905
CHOOSE AN EXISTING BUSINESS COMPONENT BASED ON A DATABASE TABLE TO BE INDEXED
3910
CREATE A SEARCH INDEX FOR THE RESPECTIVE BUSINESS COMPONENT
3915
CHOOSE THE FIELDS TO BE INDEXED INTO A THIRD PARTY SEARCH INDEX TABLES
3920
CHOOSE THE TYPE OF VISIBILITY USED AND THE ASSOCIATED OBJECT
3925
INCLUDE CATEGORY NAME FIELD FROM THE CATEGORY BUSINESS COMPONENT
3930
CREATE A SEARCH CATEGORY AND ASSOCIATE THE RESPECTIVE SEARCH INDEX TO IT
3935
GENERATE SEARCH TABLES FOR THE RESPECTIVE SEARCH INDICES
3940
DE-NORMALIZE THE DATABASE TABLE
3991
END

FIG. 39

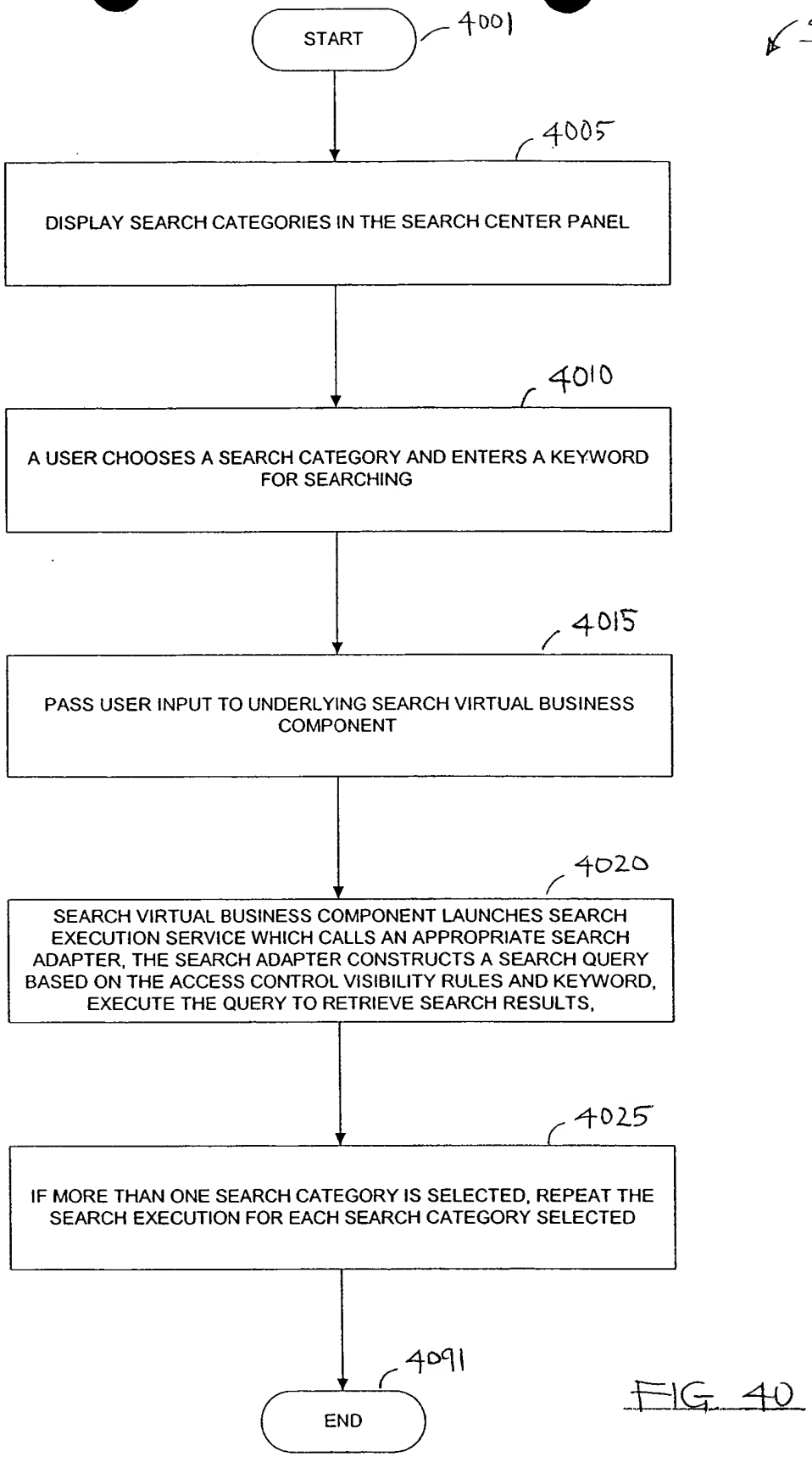

4000
START
4001
4005
DISPLAY SEARCH CATEGORIES IN THE SEARCH CENTER PANEL
4010
A USER CHOOSES A SEARCH CATEGORY AND ENTERS A KEYWORD FOR SEARCHING
4015
PASS USER INPUT TO UNDERLYING SEARCH VIRTUAL BUSINESS COMPONENT
4020
SEARCH VIRTUAL BUSINESS COMPONENT LAUNCHES SEARCH EXECUTION SERVICE WHICH CALLS AN APPROPRIATE SEARCH ADAPTER, THE SEARCH ADAPTER CONSTRUCTS A SEARCH QUERY BASED ON THE ACCESS CONTROL VISIBILITY RULES AND KEYWORD, EXECUTE THE QUERY TO RETRIEVE SEARCH RESULTS,
4025
IF MORE THAN ONE SEARCH CATEGORY IS SELECTED, REPEAT THE SEARCH EXECUTION FOR EACH SEARCH CATEGORY SELECTED
4091
END

FIG. 40

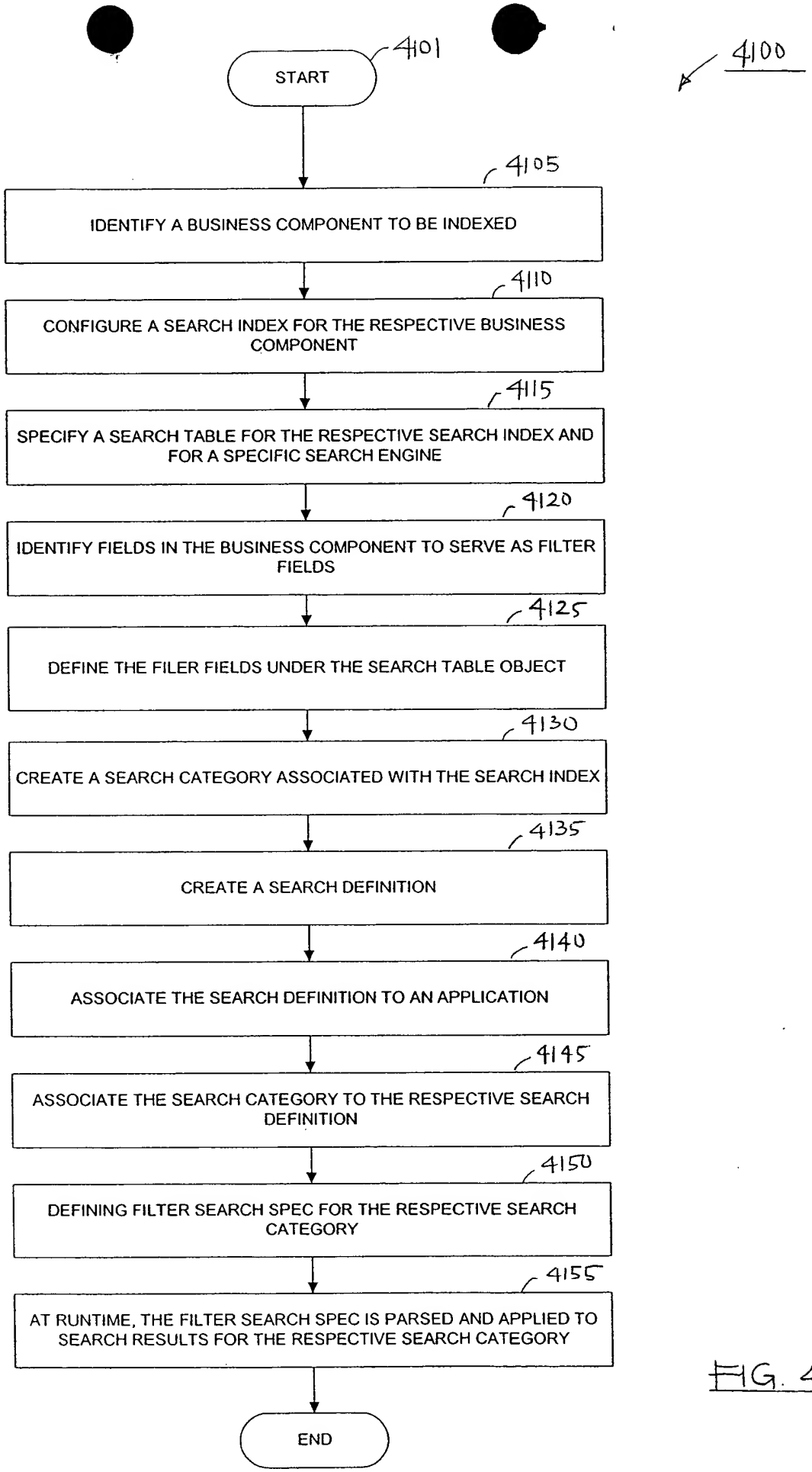

4100
START
4101
4105
IDENTIFY A BUSINESS COMPONENT TO BE INDEXED
4110
CONFIGURE A SEARCH INDEX FOR THE RESPECTIVE BUSINESS COMPONENT
4115
SPECIFY A SEARCH TABLE FOR THE RESPECTIVE SEARCH INDEX AND FOR A SPECIFIC SEARCH ENGINE
4120
IDENTIFY FIELDS IN THE BUSINESS COMPONENT TO SERVE AS FILTER FIELDS
4125
DEFINE THE FILER FIELDS UNDER THE SEARCH TABLE OBJECT
4130
CREATE A SEARCH CATEGORY ASSOCIATED WITH THE SEARCH INDEX
4135
CREATE A SEARCH DEFINITION
4140
ASSOCIATE THE SEARCH DEFINITION TO AN APPLICATION
4145
ASSOCIATE THE SEARCH CATEGORY TO THE RESPECTIVE SEARCH DEFINITION
4150
DEFINING FILTER SEARCH SPEC FOR THE RESPECTIVE SEARCH CATEGORY
4155
AT RUNTIME, THE FILTER SEARCH SPEC IS PARSED AND APPLIED TO SEARCH RESULTS FOR THE RESPECTIVE SEARCH CATEGORY
END

FIG. 41

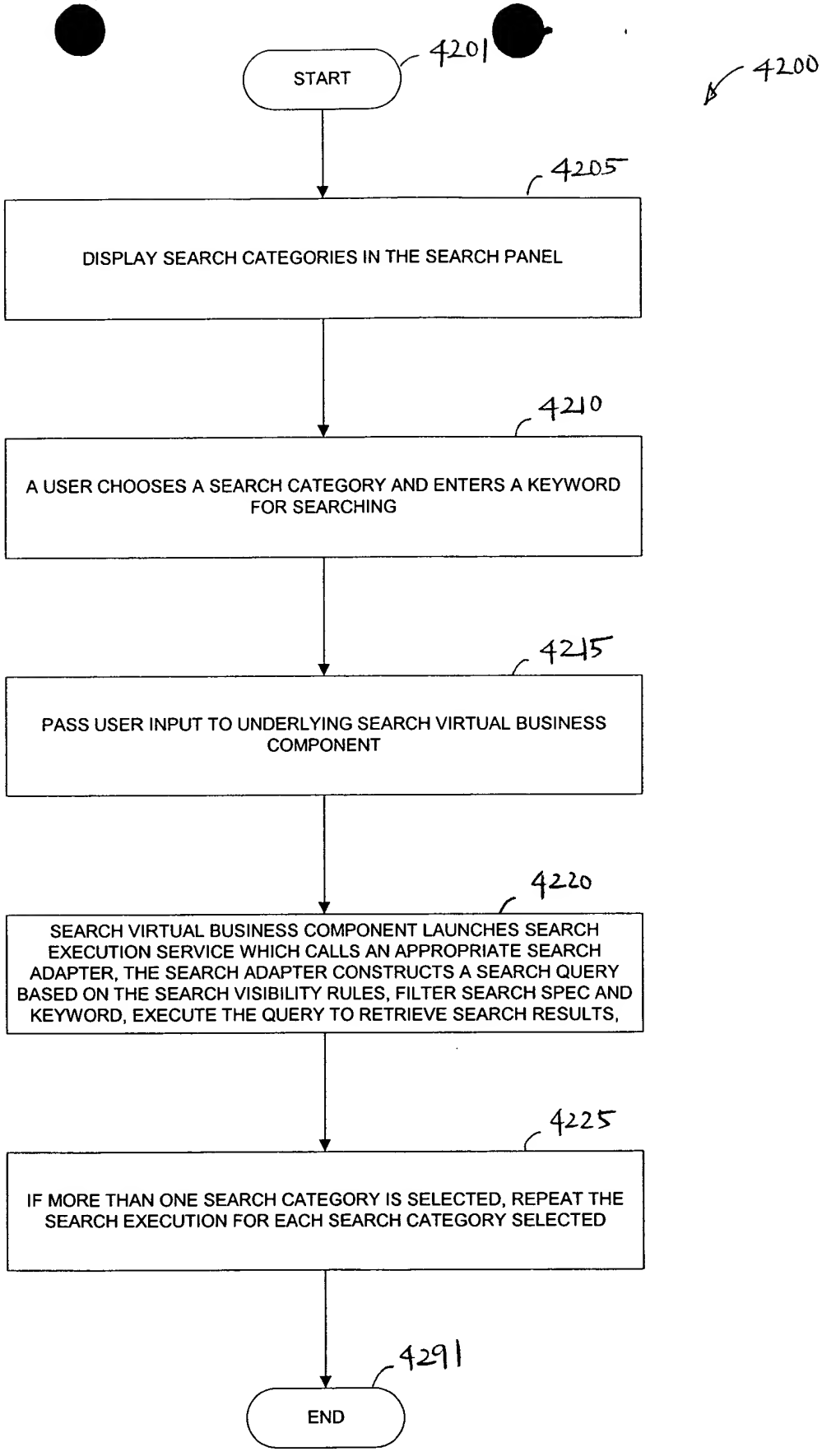

4200
START
4201
4205
DISPLAY SEARCH CATEGORIES IN THE SEARCH PANEL
4210
A USER CHOOSES A SEARCH CATEGORY AND ENTERS A KEYWORD FOR SEARCHING
4215
PASS USER INPUT TO UNDERLYING SEARCH VIRTUAL BUSINESS COMPONENT
4220
SEARCH VIRTUAL BUSINESS COMPONENT LAUNCHES SEARCH EXECUTION SERVICE WHICH CALLS AN APPROPRIATE SEARCH ADAPTER, THE SEARCH ADAPTER CONSTRUCTS A SEARCH QUERY BASED ON THE SEARCH VISIBILITY RULES, FILTER SEARCH SPEC AND KEYWORD, EXECUTE THE QUERY TO RETRIEVE SEARCH RESULTS,
4225
IF MORE THAN ONE SEARCH CATEGORY IS SELECTED, REPEAT THE SEARCH EXECUTION FOR EACH SEARCH CATEGORY SELECTED
4291
END

FIG. 42

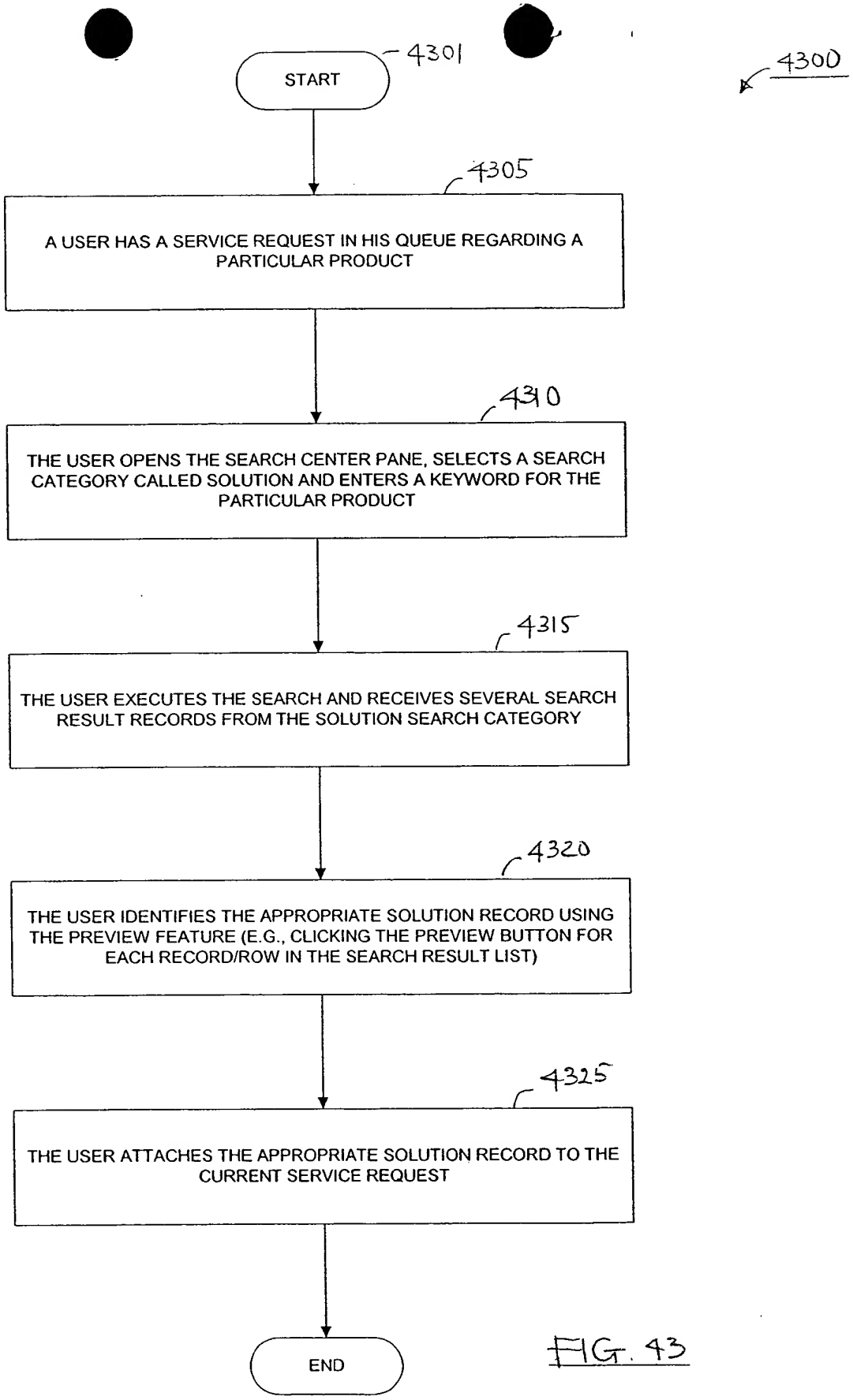

4300
START
4301
4305
A USER HAS A SERVICE REQUEST IN HIS QUEUE REGARDING A PARTICULAR PRODUCT
4310
THE USER OPENS THE SEARCH CENTER PANE, SELECTS A SEARCH CATEGORY CALLED SOLUTION AND ENTERS A KEYWORD FOR THE PARTICULAR PRODUCT
4315
THE USER EXECUTES THE SEARCH AND RECEIVES SEVERAL SEARCH RESULT RECORDS FROM THE SOLUTION SEARCH CATEGORY
4320
THE USER IDENTIFIES THE APPROPRIATE SOLUTION RECORD USING THE PREVIEW FEATURE (E.G., CLICKING THE PREVIEW BUTTON FOR EACH RECORD/ROW IN THE SEARCH RESULT LIST)
4325
THE USER ATTACHES THE APPROPRIATE SOLUTION RECORD TO THE CURRENT SERVICE REQUEST
END

FIG. 43

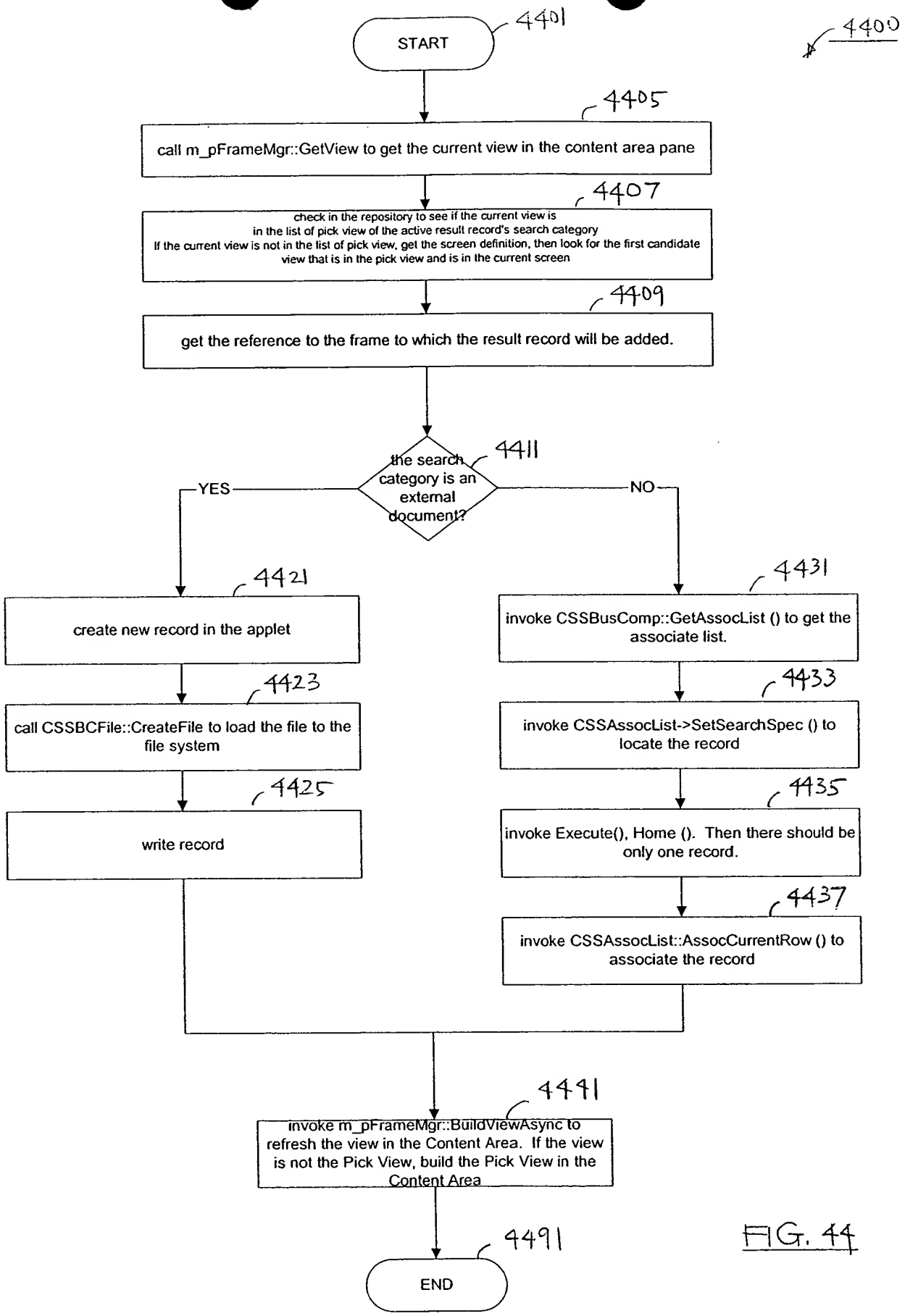

4400
START
4401
call m_pFrameMgr::GetView to get the current view in the content area pane
4405
check in the repository to see if the current view is in the list of pick view of the active result record's search category If the current view is not in the list of pick view, get the screen definition, then look for the first candidate view that is in the pick view and is in the current screen
4407
get the reference to the frame to which the result record will be added.
4409
the search category is an external document?
4411
YES
NO
create new record in the applet
4421
call CSSBCFile::CreateFile to load the file to the file system
4423
write record
4425
invoke CSSBusComp::GetAssocList () to get the associate list.
4431
invoke CSSAssocList->SetSearchSpec () to locate the record
4433
invoke Execute(), Home (). Then there should be only one record.
4435
invoke CSSAssocList::AssocCurrentRow () to associate the record
4437
invoke m_pFrameMgr::BuildViewAsync to refresh the view in the Content Area. If the view is not the Pick View, build the Pick View in the Content Area
4441
END
4491

FIG. 44

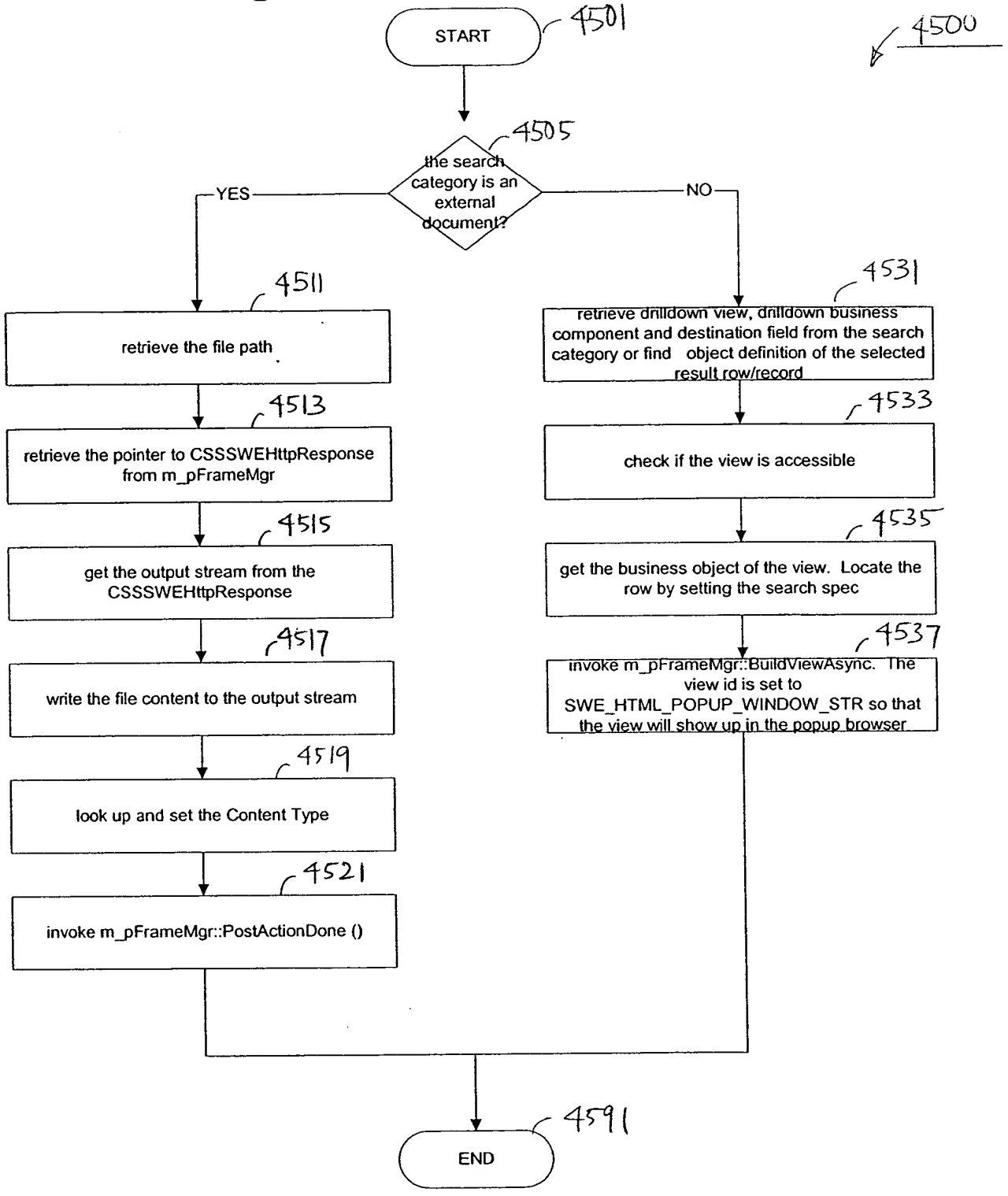

4500
START
4501
the search category is an external document?
4505
YES
NO
4511
retrieve the file path
4513
retrieve the pointer to CSSSWEHttpResponse from m_pFrameMgr
4515
get the output stream from the CSSSWEHttpResponse
4517
write the file content to the output stream
4519
look up and set the Content Type
4521
invoke m_pFrameMgr::PostActionDone ()
4531
retrieve drilldown view, drilldown business component and destination field from the search category or find object definition of the selected result row/record
4533
check if the view is accessible
4535
get the business object of the view. Locate the row by setting the search spec
4537
invoke m_pFrameMgr::BuildViewAsync. The view id is set to SWE_HTML_POPUP_WINDOW_STR so that the view will show up in the popup browser
END
4591

FIG. 45

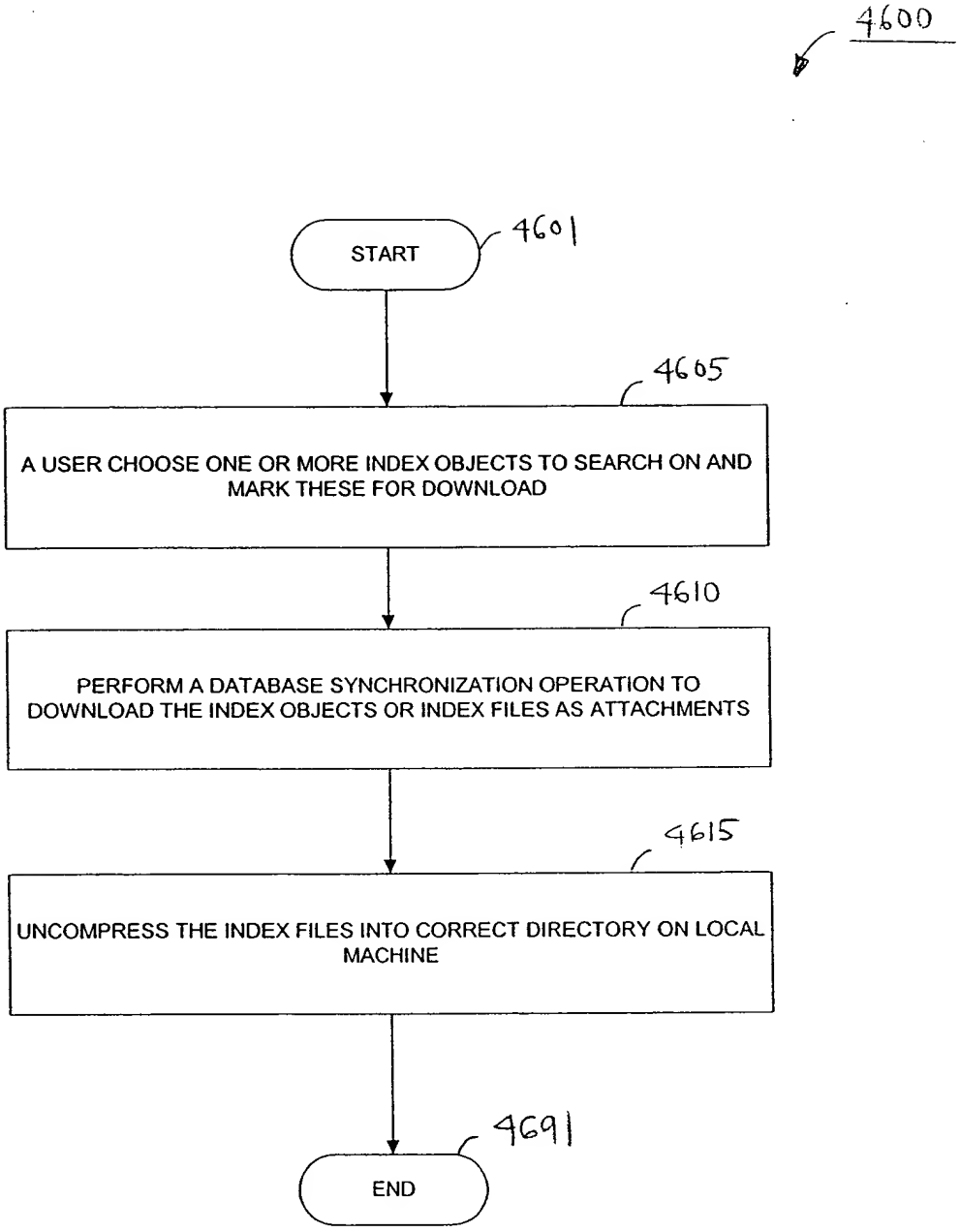

4600
START
4601
4605
A USER CHOOSE ONE OR MORE INDEX OBJECTS TO SEARCH ON AND MARK THESE FOR DOWNLOAD
4610
PERFORM A DATABASE SYNCHRONIZATION OPERATION TO DOWNLOAD THE INDEX OBJECTS OR INDEX FILES AS ATTACHMENTS
4615
UNCOMPRESS THE INDEX FILES INTO CORRECT DIRECTORY ON LOCAL MACHINE
4691
END

FIG. 46

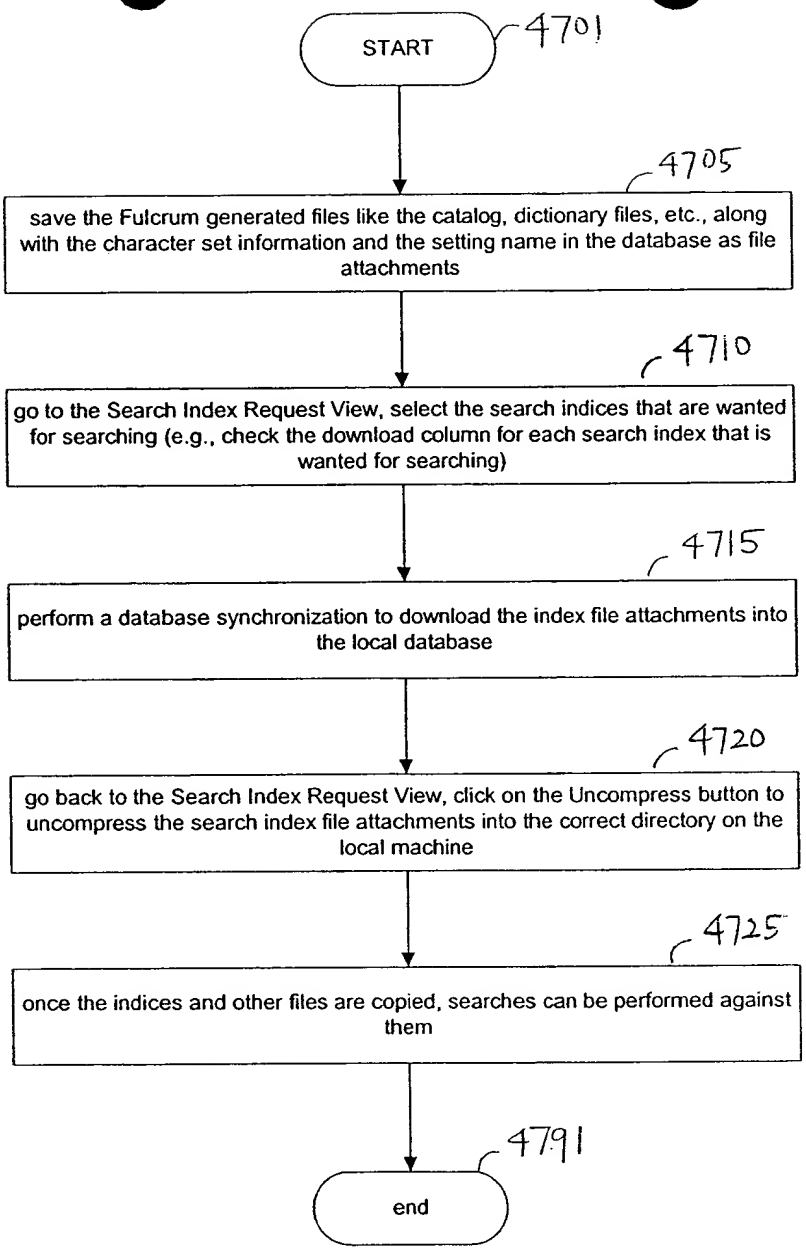

START
4701
4700
4705
save the Fulcrum generated files like the catalog, dictionary files, etc., along with the character set information and the setting name in the database as file attachments
4710
go to the Search Index Request View, select the search indices that are wanted for searching (e.g., check the download column for each search index that is wanted for searching)
4715
perform a database synchronization to download the index file attachments into the local database
4720
go back to the Search Index Request View, click on the Uncompress button to uncompress the search index file attachments into the correct directory on the local machine
4725
once the indices and other files are copied, searches can be performed against them
4791
end

FIG. 47

4800

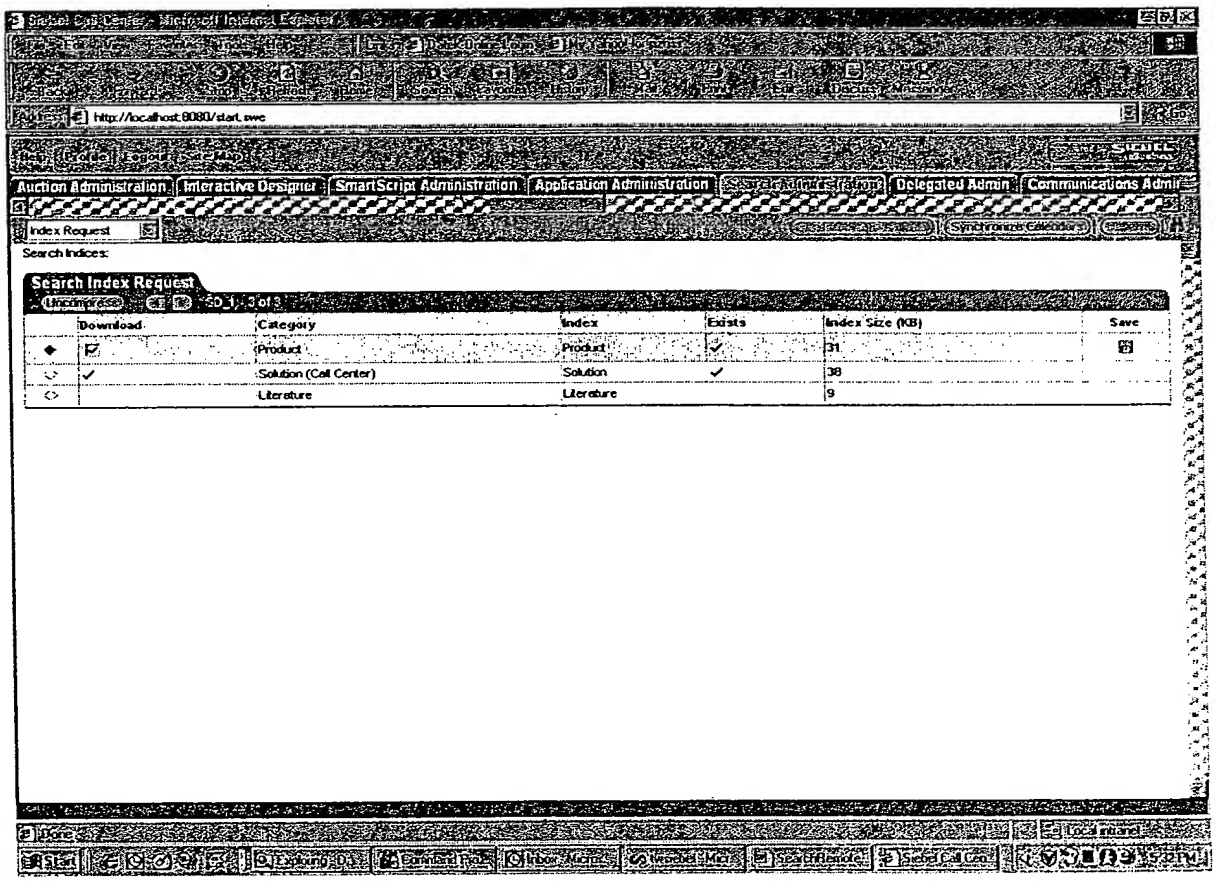

http://localhost:8080/start.swe
Auction Administration
Interactive Designer
SmartScript Administration
Application Administration
Delegated Admin
Communications Admin
Index Request
Search Indices:
Search Index Request
Download
Category
Index
Exists
Index Size (KB)
Save
Product
Product
31
Solution (Call Center)
Solution
38
Literature
Literature
9

FIG 48

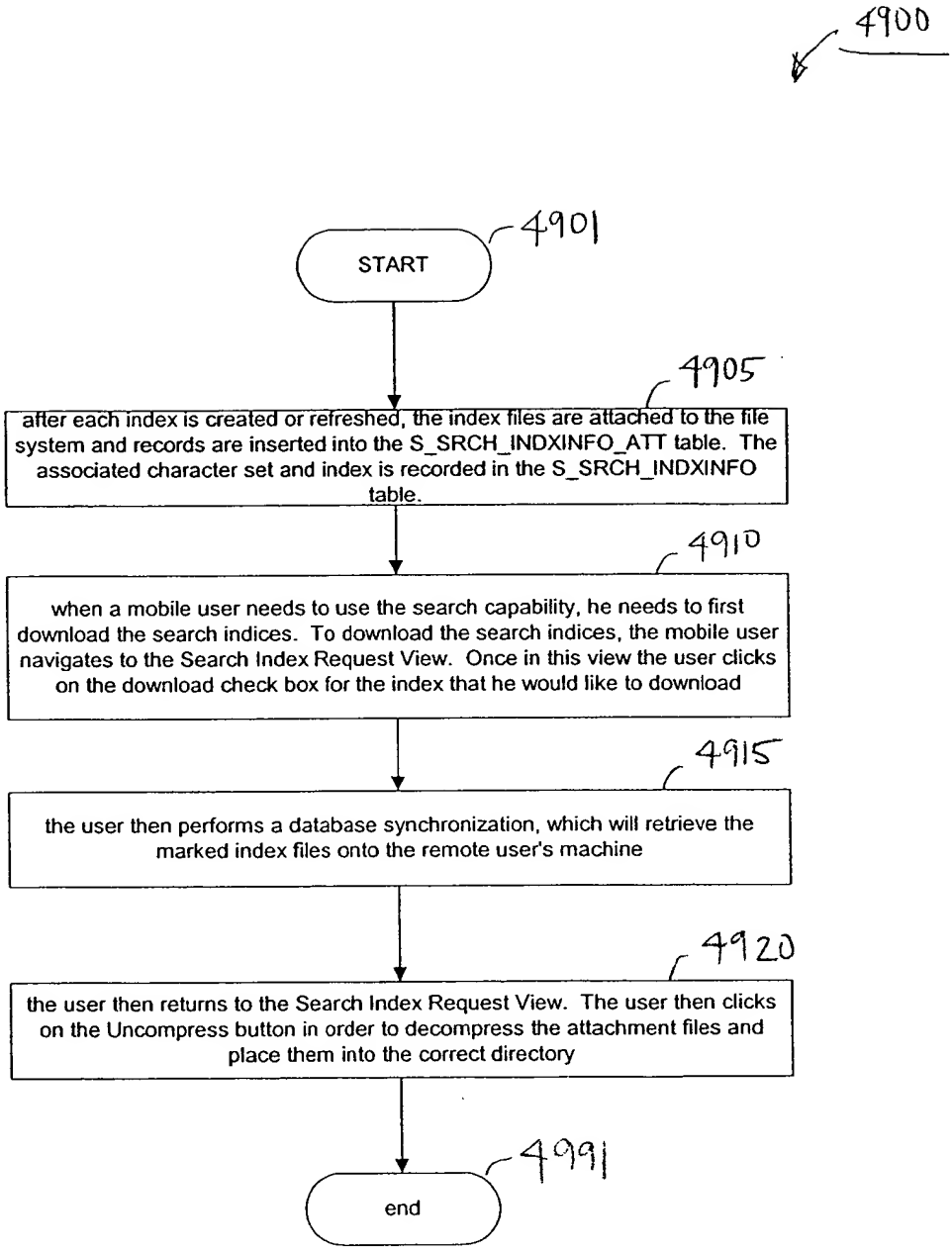

4900
START
4901
after each index is created or refreshed, the index files are attached to the file system and records are inserted into the S_SRCH_INDXINFO_ATT table. The associated character set and index is recorded in the S_SRCH_INDXINFO table.
4905
when a mobile user needs to use the search capability, he needs to first download the search indices. To download the search indices, the mobile user navigates to the Search Index Request View. Once in this view the user clicks on the download check box for the index that he would like to download
4910
the user then performs a database synchronization, which will retrieve the marked index files onto the remote user's machine
4915
the user then returns to the Search Index Request View. The user then clicks on the Uncompress button in order to decompress the attachment files and place them into the correct directory
4920
end
4991

FIG. 49